



**U.S. Customs and
Border Protection**

APR 17 2013

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

Thank you for your February 7, 2013 correspondence on behalf of your constituent, (b) (6), (b) (7)(C) requesting that U.S. Customs and Border Protection (CBP) reconsider the denial of his Global Entry application.

Global Entry is a risk-based approach to facilitate the entry of pre-approved U.S. citizens, lawful permanent residents of the United States, and citizens of certain other countries. Participation in the program is voluntary and allows frequent international travelers who have passed a comprehensive background check and have no derogatory criminal history, use of an automated kiosk to clear passport control, and provides an expedited exit lane out of the CBP processing area.

Applicants may not qualify or continue to qualify for participation in the Global Entry program if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any federal, state, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or,
- cannot satisfy CBP of their low-risk status or meet other program requirements.

We have reviewed (b) (6), (b) (7)(C) application and found that he submitted a request for Trusted Traveler Ombudsman review on (b) (6), (b) (7)(C) in which the denial was upheld. (b) (6), (b) (7)(C) does not meet program eligibility requirements. As we previously stated, CBP regrets that reconsideration cannot be granted.

The Honorable Leonard Lance
Page 2

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (b) (6), (b) (7)(C)

Sincerely,

A handwritten signature in blue ink, appearing to read "Kim Yeager for". The signature is fluid and cursive, with a long horizontal stroke at the end.

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs



**U.S. Customs and
Border Protection**

JAN 29 2014

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

Thank you for your November 21, 2013 correspondence on behalf of your constituent (b) (6), (b) (7)(C) regarding difficulties (b) (6), (b) (7)(C) in-laws, (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) experienced while processing through U.S. Customs and Border Protection (CBP).

Please allow me to express regret for any conduct that may have been perceived as rude or unprofessional during CBP processing. CBP takes allegations of employee misconduct very seriously and has instituted policies pertaining to abuses of authority. Complaints of unprofessional conduct are recorded, investigated, and appropriate action is taken against CBP officers who are found to have violated policy. However, the Privacy Act prohibits any disclosure of discipline towards CBP personnel.

CBP is tasked with protecting our Nation's borders, as well as enforcing numerous laws at our Nation's ports of entry on behalf of a variety of other government agencies, including state and local law enforcement. CBP officers routinely access information provided by these agencies to conduct examinations. All persons, baggage, and other merchandise arriving in or leaving the United States are subject to inspection and search by CBP officers as authorized under 8 U.S.C. § 1357 and 19 U.S.C. §§ 482, 1581, 1582. As part of the inspection process, CBP officers must verify the identity of persons, determine the admissibility of travelers, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items. Occasionally, CBP may inconvenience law-abiding persons in our efforts to detect, deter, and mitigate threats to our homeland caused by the few individuals who are involved in illicit activities. We rely on the patience, cooperation, and understanding of travelers to ensure the effective protection of our borders.

I am pleased to report after careful review, we have taken positive steps on the admission departure date causing (b) (6), (b) (7)(C) difficulties while processing through CBP. As with any of the more than 450 million law-abiding people who cross our borders each year, they can expect to receive routine CBP processing in the future. However, we cannot guarantee (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) or any other traveler, will never receive further CBP inspections.

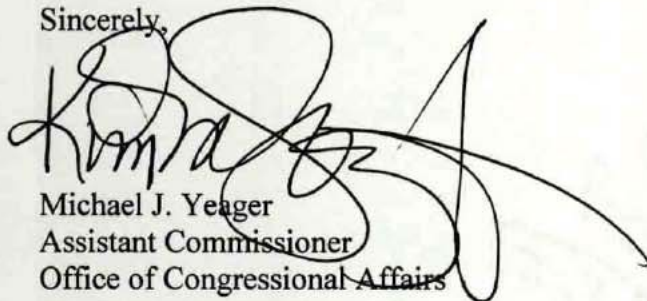
The Honorable Leonard Lance

Page 2

If ^{(b) (6), (b) (7)(C)} or ^{(b) (6), (b) (7)(C)} and ^{(b) (6), (b) (7)(C)} continue to have concerns during CBP processing, we recommend they request to speak to an on-site supervisor. An on-site supervisor is always available to address traveler concerns.

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at ^{(b) (6), (b) (7)(C)}

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Yeager", with a large, stylized flourish extending from the end of the signature.

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs

LEONARD LANCE
SEVENTH DISTRICT, NEW JERSEY

COMMITTEE:
ENERGY AND COMMERCE

SUBCOMMITTEES:
HEALTH

COMMERCE, MANUFACTURING
AND TRADE



Congress of the United States
House of Representatives

426 CANNON HOUSE OFFICE BUILDING
WASHINGTON, D.C. 20515
PHONE: 202-225-5361
FAX: 202-225-8460

425 NORTH AVENUE, EAST
WESTFIELD, N.J. 07090
PHONE: 908-518-7733
FAX: 908-518-7751

23 ROYAL ROAD, SUITE 101
FLEMINGTON, N.J. 08822
PHONE: 908-788-6900
FAX: 908-788-2869

October 6, 2014

Secretary Jeh Johnson
Department of Homeland Security
Washington, DC 205208

(b) (7)(E)

Dear Secretary Johnson:

Please see the attached Privacy Form addressed to Congressman Leonard Lance from a constituent in the 7th District of New Jersey, (b) (6), (b) (7)(C)

In 2010 he signed up for the Global Entry Program. He is unable to renew his membership for the reasons stated in his attached Privacy Form.

Any information that you can provide to this office to direct the process would be appreciated.

In advance, thank you for your attention to this matter.

Bobbi Goodman
Director of Constituent Services
Congressman Leonard Lance
District 7 New Jersey
425 North Avenue East
Westfield, New Jersey 07090
908.518.7733 Phone
908.518.7751 Fax

2014 OCT -6 AM 11:1



LEONARD LANCE
 UNITED STATES REPRESENTATIVE
 NEW JERSEY 11TH DISTRICT

Search

Home » Services » Help with a Federal Agency

Help with a Federal Agency - Print Form

Congressman Leonard Lance

Please print, sign and mail/fax to my office.

Date: 09/23/2014

Agency involved: Customs and Border Patrol

Numbers identifying Case (VA claim, Alien number, tax ID, etc.): NONE

Name: (b) (6), (b) (7)(C)

Branch of Service (If Applicable): [branchOfService]

Military Rank (If Applicable): [militaryRank]

Place and Date of Birth: (b) (6), (b) (7)(C)

Social Security #: [REDACTED]

Street Address: (b) (6), (b) (7)(C)

City, State Zip Code: (b) (6), (b) (7)(C)

Telephone #: (b) (6), (b) (7)(C) Voice

Email Address: (b) (6), (b) (7)(C)

I, (b) (6), (b) (7)(C) authorize the Customs and Border Patrol to release personal information to Congressman Leonard Lance United States Representative. I authorize Congressman Leonard Lance to request and have access to all records and reports pertinent to my request for his assistance in the following matter:

Nature of Problem: In 2010 I signed up for Global Entry program. I use it often. When I signed up for the program there was no Global Entry Card. I now require a Global Entry Card. I also have to renew during the next six months. I am unable to: Log onto the website using my GOES user ID. I am unable to recover a password. I am unable to create a new account using the DHS website. I am unable to get an answer to an Email from CBP/DHS. I am unable to get anyone on the phone. I have struck out in every manner possible. Can you help me contact this agency so that I can log onto their website, order a GLOBAL Entry Card, and renew my Global Entry status? Thank you. (b) (6), (b) (7)(C) My Goes Account Information: Dear GOES User, GOES ACCOUNT INFORMATION User ID: (b) (6), (b) (7)(C) There has been a recent change to the status of your application. Please login to your GOES account for more information. This e-mail was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message. Thank you, Customs and Border Protection

(b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

PLEASE NOTE:

The Privacy Act of 1974 requires that Congress or their staff have written authorization before they can obtain information about an individual. Please provide your signature to proceed with a casework inquiry.

Signature: (b) (6), (b) (7)(C)

Date: 9/23/14

Services

Help with a Federal Agency

Grants

Academy Nominations

Internships

Flag Requests

Visit Washington DC

Kids Page

Business Opportunities

Students Financial Aid

Art Contest

Newsletter Signup

Email address: _____

your@email.com

Connect with Me

Join the Conversation Online

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Tuesday, October 7, 2014 11:42 AM
To: (b) (6), (b) (7)(C)
Subject: FW: Constituent Inquiry - (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) this closes out (b) (6), (b) (7)(C), (b) (7)(E) (DHS Tier 1).

Thanks.

(b) (6), (b) (7)(C)

From: Goodman, Bobbi (b) (6)
Sent: Tuesday, October 07, 2014 12:31 PM
To: (b) (6), (b) (7)(C)
Subject: RE: Constituent Inquiry (b) (6), (b) (7)(C)

Thank you for your immediate response. I do not need any further information .

Bobbi Goodman

Director of Constituent Services
Congressman Leonard Lance
District 7 New Jersey
425 North Avenue East
Westfield, New Jersey 07090
908.518.7733 Phone
908.518.7751 Fax

From: (b) (6), (b) (7)(C)
Sent: Tuesday, October 07, 2014 11:57 AM
To: Goodman, Bobbi
Subject: Constituent Inquiry - (b) (6), (b) (7)(C)

Hi Bobbi,

I am responding to your inquiry regarding (b) (6), (b) (7)(C) Global Entry account. (b) (6), (b) (7)(C) account has been reset and he's been provided with a temporary password:

USERID: (b) (6), (b) (7)(C)
Temp Password: (b) (6), (b) (7)(C)

At this point, do you still require a written response, or can we close the case on our end?

Thank you.

(b) (6), (b) (7)(C)
Office of Congressional Affairs
U.S. Customs and Border Protection
(b) (6), (b) (7)(C)

From: (b) (7)(E)
To: (b) (6), (b) (7)(C)
Subject: FW: Incoming Correspondence: 02-13-2013 (b) (6), (b) (7)(C)
Date: Thursday, February 14, 2013 7:28:22 AM
Attachments: [02-13-2013 \(b\) \(6\), \(b\) \(7\)\(C\).pdf](#)

(b) (6), (b) (7)(C) OFO (OCA signature)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) On Behalf Of (b) (7)(E)
Sent: Wednesday, February 13, 2013 4:04 PM
To: (b) (7)(E)
Cc: (b) (7)(E); (b) (6), (b) (7)(C)
Subject: Incoming Correspondence: 02-13-2013 (b) (6), (b) (7)(C)

OES:

Will you please provide an official response to the attached inquiry?

Thank you,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)
Office of Congressional Affairs
U.S. Customs and Border Protection
(b) (6), (b) (7)(C)
Washington, DC 20229
(b) (6), (b) (7)(C) (office)
fax)
(b) (6), (b) (7)(C)

CBP FAQs:

<https://help.cbp.gov/>



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)

Address: (b) (6), (b) (7)(C)

City, State, Zip: (b) (6), (b) (7)(C)

Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)

Social Security # (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)

Agency Involved:

Case Number, if applicable (VA claim, Alien number, tax ID, etc.): (b) (6), (b) (7)(C)

Date and Place Claim was Filed:

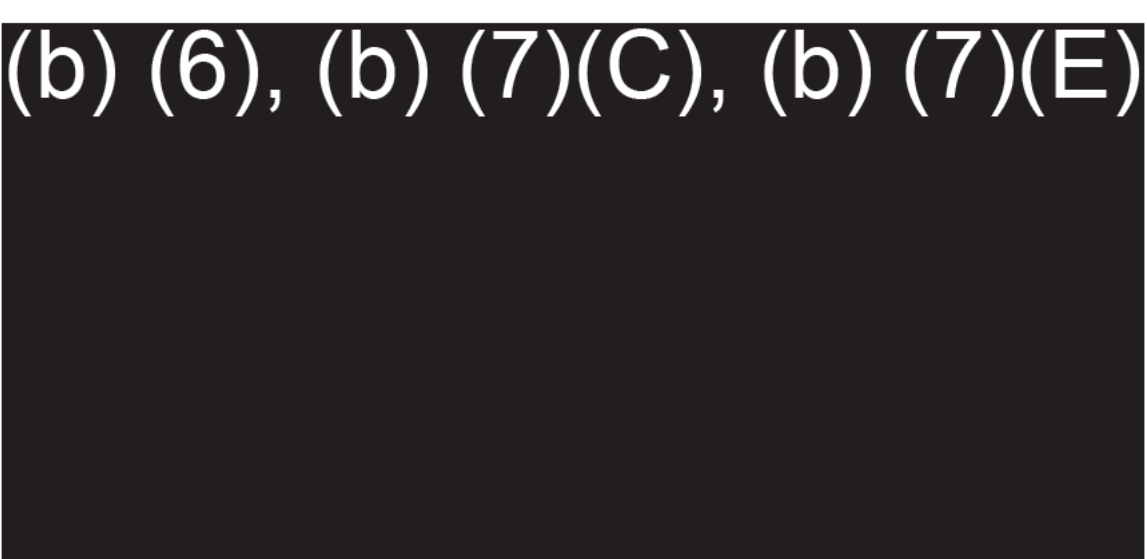
Please describe problem in detail:

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: _____

DATE: _____

(b) (6), (b) (7)(C), (b) (7)(E)



**(b) (6), (b) (7)(C)****status of Trusted Traveler application**

1 message

(b) (6), (b) (7)(C)

Thu, Aug 16, 2012 at 10:13 AM

To:

On June 27 I received this rejection notice from GOES:

I received a denial of my Trusted Traveler application. the reason stated is : Other
You do not meet the program eligibility requirements.

What requirements are lacking or causing the denial?

The requirements as posted on your website are:

- Providing false or incomplete information on the application;
- Convictions for any criminal offense or pending criminal charges to include outstanding warrants;
- Violations of any customs, immigration, or agriculture regulations or laws in any country;
- Inadmissibility to the United States under immigration laws;
- Receipt of a criminal pardon from any country; or
- Other circumstances that indicate to CBP that you have not qualified as "low risk."

The only one that I can see that possibly applies is the "incomplete information". If that is the case then what information is missing?

(b) (6), (b) (7)(C)

I contacted the supervisor at the Customs office in **(b) (6), (b) (7)(C)** Airport and was told that they had no information and could not help me in any way. I wrote a letter to the Customs Office in **(b) (6), (b) (7)(C)** explaining my request, as per the above email, and to date have not received a response or even an acknowledgment of the receipt of my letter.

Can anyone tell me the status of my inquiry?

(b) (6), (b) (7)(C)**(b) (6), (b) (7)(C), (b) (7)(E)**

(b) (6), (b) (7)(C), (b) (7)(E)

Print



Jun 27, 2012

WILLISTON, VT
PO BOX 946
Williston, VT 05495
US

(b) (6), (b) (7)(C)

RE: Your Global Entry Program Membership (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Thank you for your application to the Global Entry program of U.S. Customs and Border Protection.

Global Entry is a voluntary program available to travelers that pass a comprehensive background investigation. Applicants found to be ineligible for Global Entry participation may still be permitted to enter into the United States although they will not be permitted to use the Global Entry dedicated lanes.

We regret to inform you that your membership in Global Entry has been disapproved for the following reason(s):

Other

You do not meet the program eligibility requirements.

If you believe the decision was based upon **inaccurate information**, you may contact the local trusted traveler Enrollment Center to schedule an appointment to speak with a supervisor. A list of locations can be found at: www.cbp.gov/xp/cgov/travel/trusted_traveler/

If necessary, you may also write to the CBP Trusted Traveler Ombudsman at:

U.S. Customs and Border Protection
PO Box 946
Williston, VT 05495
Attention: CBP Ombudsman

(b) (6), (b) (7)(C), (b) (7)(E)

The review by either the Enrollment Center or the Ombudsman will be based on the information provided by you and should include any information to further clarify a record, explain an incident or arrest, or show the disposition of criminal charges. Please remember that the following circumstances may make you ineligible for participation:

- Providing false or incomplete information on the application;
- Convictions for any criminal offense or pending criminal charges to include outstanding warrants;
- Violations of any customs, immigration, or agriculture regulations or laws in any country;
- Inadmissibility to the United States under immigration laws;
- Receipt of a criminal pardon from any country; or
- Other circumstances that indicate to CBP that you have not qualified as "low risk."

Sincerely,

Supervisor, Global Entry Enrollment Center
U.S. Customs and Border Protection



(b) (6), (b) (7)(C)

GOES application ID: (b) (6), (b) (7)(C)

6 messages

(b) (6), (b) (7)(C)

Wed, Jun 27, 2012 at 4:35 PM

To: (b) (6), (b) (7)(C)

I received a denial of my Trusted Traveler application. the reason stated is : Other
You do not meet the program eligibility requirements.

What requirements are lacking or causing the denial?

The requirements as posted on your website are:

- Providing false or incomplete information on the application;
- Convictions for any criminal offense or pending criminal charges to include outstanding warrants;
- Violations of any customs, immigration, or agriculture regulations or laws in any country;
- Inadmissibility to the United States under immigration laws;
- Receipt of a criminal pardon from any country; or
- Other circumstances that indicate to CBP that you have not qualified as "low risk."

The only one that I can see that possibly applies is the "incomplete information". If that is the case then what information is missing?

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Wed, Jul 11, 2012 at 6:34 PM

To: (b) (6), (b) (7)(C)

I have not received a reply to my inquiry. Can I get an idea of when I can expect a response?
There has to be a mistake somewhere and I would like to get this cleared up.

(b) (6), (b) (7)(C)

[Quoted text hidden]

(b) (6), (b) (7)(C)

Sat, Aug 4, 2012 at 1:29 PM

To: CBP.cbpc@dhs.gov

I still have not received a response from anyone regarding the denial of my application for the

(b) (6), (b) (7)(C), (b) (7)(E)

Trusted Traveler Program. I mailed in my request over 5 weeks ago. Is there any chance I can get a response before Aug. 8?

(b) (6), (b) (7)(C)

On Wed, Jun 27, 2012 at 4:35 PM, (b) (6), (b) (7)(C) wrote:
[Quoted text hidden]

CBP VC <(b) (6), (b) (7)(C)>

Fri, Aug 17, 2012 at 1:42 PM

To: (b) (6), (b) (7)(C)

Thank you for your correspondence requesting reconsideration for your Trusted Traveler application. U.S. Customs and Border Protection (CBP) has completed a review of this matter. Please allow me to outline our findings.

Participation in CBP Trusted Traveler Programs is voluntary and is available to persons who pass a comprehensive background check. Applicants will not qualify for participation if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any Federal, State, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or
- cannot satisfy CBP that all eligibility requirements are met.

CBP has determined that you do not meet the eligibility requirements for a Trusted Traveler Program for the reasons originally provided to you on your denial notification letter. If your denial was based on a criminal conviction, customs, agriculture or immigration violation the denial remains unchanged because you did not provide sufficient evidence that CBP used incorrect or erroneous information to make the original denial determination.

If you were denied because you cannot satisfy CBP that all eligibility requirements are met, the decision stands. CBP may use information from other agencies when making eligibility decisions and is prohibited from releasing other agency information.

Applicants who do not qualify for participation are not prohibited from entering the United States. However, they are not permitted to use a Trusted Traveler dedicated lane to do so.

Thank you for your interest in the CBP Trusted Traveler Programs.

Sincerely,

CBP Ombudsman
Trusted Traveler Programs
FAST, NEXUS, SENTRI, GLOBAL ENTRY

From: (b) (6), (b) (7)(C)

Sent: Wednesday, June 27, 2012 4:35 PM

To: CBP VC

Subject: GOES application ID: (b) (6), (b) (7)(C), (b) (7)(E)

[Quoted text hidden]

(b) (6), (b) (7)(C)

Fri, Aug 17, 2012 at 2:47 PM

To: CBP VC <CBPVC@cbp.dhs.gov>

You are not telling me why I did not qualify. You state:

CBP has determined that you do not meet the eligibility requirements for a Trusted Traveler Program **for the reasons originally provided to you on your denial notification letter**

The reason originally provided to me was :

Other

You do not meet the program eligibility requirements.

Neither your response nor the original response states what eligibility requirement(s), if any, I did not meet. Stating that the reason is " Other" is not telling me what the requirement is that I did not meet.

Can someone please just tell me what requirement I did not meet? Maybe it is just an oversight or maybe a mistake was made. In any event I have no information from you that tells me why you denied my application.

(b) (6), (b) (7)(C)

[Quoted text hidden]

CBP VC <CBPVC@cbp.dhs.gov>

Fri, Aug 17, 2012 at 2:48 PM

To (b) (6), (b) (7)(C)

Your email message sent to the CBP Ombudsman has been received. You will be advised when a review of your email request is complete. Please do not submit additional requests as it will delay responses from this office.

Thank you for your patience.

(b) (6), (b) (7)(C), (b) (7)(E)



(b) (6), (b) (7)(C)

RE: GOES application ID: (b) (6), (b) (7)(C)

1 message

CBP VC <CBPVC@cbp.dhs.gov>

Sat, Aug 4, 2012 at 1:35 PM

To: (b) (6), (b) (7)(C)

Your email message sent to the CBP Ombudsman has been received. You will be advised when a review of your email request is complete. Please do not submit additional requests as it will delay responses from this office.

Thank you for your patience.

(b) (6), (b) (7)(C), (b) (7)(E)



(b) (6), (b) (7)(C)

Denial of application to Trusted Traveler Program GOES application

ID: (b) (6), (b) (7)(C)

2 messages

(b) (6), (b) (7)(C)

Mon, Oct 15, 2012 at 4:58 PM

To: CBP.CBPVC@dhs.gov

Re:

GOES application ID: (b) (6), (b) (7)(C)

I applied for entry to the Trusted Traveler Program and was rejected. The reason for my rejection was: Other

You do not meet the program eligibility requirements.

I sent a request that you disclose to me specifically which program eligibility requirements I did not meet. I believe that an error has been made because I do not see where I could be deficient in meeting those requirements.

I got a response back from you that stated that you reviewed my request and that the original ruling stands for the reasons originally stated. (See a copy of that response below).

The problem is that neither the original rejection nor the review rejection responded to my request for the actual reason that my application did not meet the program eligibility requirements.

If you don't tell me what is wrong I have no way of correcting the problem.

I have reviewed the eligibility requirements and I believe I have met them. The denial has to be based on a mistake. Either I left out some information, which I don't believe I did, or there was a mistake made in the processing of the application.

I would really appreciate it if someone took a look at my application and told me what, specifically, is the cause of the rejection.

If you just say that I did not meet the program eligibility requirements without telling me which requirement I did not meet, I have no way of correcting the problem.

(b) (6), (b) (7)(C)

Thank you for your correspondence requesting reconsideration for your Trusted Traveler application. U.S.

Customs and Border Protection (CBP) has completed a review of this matter. Please allow me to outline our findings.

Participation in CBP Trusted Traveler Programs is voluntary and is available to persons who pass a comprehensive background check. Applicants will not qualify for participation if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any Federal, State, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or
- cannot satisfy CBP that all eligibility requirements are met.

CBP has determined that you do not meet the eligibility requirements for a Trusted Traveler Program for the reasons originally provided to you on your denial notification letter. If your denial was based on a criminal conviction, customs, agriculture or immigration violation the denial remains unchanged because you did not provide sufficient evidence that CBP used incorrect or erroneous information to make the original denial determination.

If you were denied because you cannot satisfy CBP that all eligibility requirements are met, the decision stands. CBP may use information from other agencies when making eligibility decisions and is prohibited from releasing other agency information.

Applicants who do not qualify for participation are not prohibited from entering the United States. However, they are not permitted to use a Trusted Traveler dedicated lane to do so.

Thank you for your interest in the CBP Trusted Traveler Programs.

Sincerely,

CBP Ombudsman
Trusted Traveler Programs
FAST, NEXUS, SENTRI, GLOBAL ENTRY

CBP VC <CBPVC@cbp.dhs.gov>

Mon, Oct 15, 2012 at 4:59 PM

To: (b) (6), (b) (7)(C)

Your email message sent to the CBP Ombudsman has been received. You will be advised when a review of your email request is complete. Please do not submit additional requests as it will delay responses from this office.

Thank you for your patience.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Thursday, May 2, 2013 1:52 PM
To: (b) (6), (b) (7)(C)
Subject: Abu Dhabi letter-signed by multiple members
Attachments: 20130422 150 Congressmen letter-abu-dhabi-preclearance-facility.pdf

(b) (6), (b) (7)(C)

Here is the letter, I discussed at huddle. Please assign to OFO as a DHS Tier 1, AS/OLA signature.
Due to OES 5/7 and DHS 5/9.

(b) (6), (b) (7)(C)

Director, Office of the Executive Secretariat
Office of the Commissioner
U.S. Customs and Border Protection
W (b) (6), (b) (7)(C)
BB (b) (6), (b) (7)(C)

Congress of the United States
Washington, DC 20515

April 22, 2013

Secretary Janet Napolitano
Department of Homeland Security
U.S. Department of Homeland Security
Washington, D.C. 20528

Madam Secretary:

On April 4, it was reported that the Department of Homeland Security (DHS) is finalizing an agreement with the United Arab Emirates (UAE) to open a Customs and Border Protection (CBP) Preclearance facility in Abu Dhabi.

This move would be a clear benefit for Etihad Airways – a company wholly-owned by the UAE – in its goal to transform Abu Dhabi Airport into a global hub whose annual passenger capacity will increase from 12.5 million to 30 million by 2017.

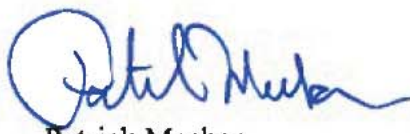
What is less clear is why the Department – knowing that no U.S. carriers currently serve Abu Dhabi – would agree to provide this obvious competitive advantage to a foreign carrier at the expense of the domestic airline industry and its over 500,000 workers.

As strong proponents of competition and the free market, we strongly object to the government's proposal to create an uneven playing field for market participants. We further object to the fact that in this instance, the government has so obviously chosen to intervene in support of a foreign government over the interests of a vital U.S. industry and workforce.

The American commercial aviation industry supports over a trillion dollars of economic activity and 10 million jobs while providing the safest, most reliable air transit system in the world. We have every confidence that U.S. airlines can be marketplace global leaders in commercial aviation – but that we cannot possibly expect them to succeed when this Administration helps foreign national carriers at the expense of domestic airlines.

Providing explicit support for a government-owned foreign competitor by opening a CBP Preclearance facility in Abu Dhabi is wrongheaded, and we strongly urge you to abandon this agreement.

Sincerely,



Patrick Meehan
Member of Congress



Peter DeFazio
Member of Congress

Cathy Thompson-Rodgers

Alvin

Artie Cumber

~~_____~~

Tom Salham

Doug Walden

Joe Sassi

Walter Toney

Paul P. Jace

Peter Raschman

Steve Sculio

John Lewis

DM Payne, Jr.

Candler B. McIlroy

Joe Schatz

Brian Higgins

Joseph M. Miley

Don L. Lani

Ron Barber

Jim Russell

Rosa DeLaurio

Nick Rahall

Ken Calvert

Bruce Braly

Robert E. Aal

Steve Moore

Ronnie Lehman

John A. Ganga (m)

Joe Courtney

Jack Kingston

Robert A. Adolph

Jo Bauer

Hank Johnson

Negany Wheeler

Scott Smith

Joe Wilson

Tim Murphy

Walter B. Jones

Miss Jones

Charles B. Rangel

Bill Barrett

Mr. Young

Michael R. Jensen

Howard Noble

Thomas D

Blake Fanthold

OH-116

Leonard Lane

Gregory P

Kerry L. Controlio

Marsha Blackburn

Kirk Bay

Rodney Alford

Ch. Stewart

Mike Rogers - AL

R. A. Brady

Kurt Schneider

Frank Ruliffe

Jack Sp

Tiggy

Pete Olson

Kim F. Keady

Suzanne DelBene

Y. K. Spaff

Denny Heck

Jim Titus

Ruby Davis

Bill Johnson
CPA

Juan Vargas

Susan W. Brooks

Alan Nunneler

Sam Lee

Grace Meng
LDH

Sam Johnson

Bill Krueger

Michael H. Michael

Daniel Lijinski

Betty Miller

Grace F. Napolitano

John B. Larson

C.W. Bastany Jr.

James

Halger

David Shurtluff

Rish Holt

Ch. K.

Timothy

John

Oliver Collins

D. Richter

Paul Webster

Peter Fourn

~~Lee~~ Lee

Jim M^c Dermott

Med. Mr. Hard

Dave Lark

John

Kyle Jim

74 Marchant

Steenmark

Bill Cassidy

Beni Lang

Kay Langer

Cher Burt

~~John~~ John

Markus Mullin

Bill Foster

Mine ~~Exposit~~

Lamar Smith

Smt One

Kent/Thanks

~~Handwritten signature~~

AP

Laurie Houghter

Steve Chaffee

Jenold Mackee

Corine Brown

Eddie Bernice Jann

~~Handwritten signature~~

Samuel D. Biology Jr.

Lynn A. Little

Carl CB

Phyllis

Sam Cole

Paul W. Tonles

Hee Hee

Rick Larsen

Steve Clark

Linda T. Sanchez

~~Sam Chok~~

Bob Mills

Randy Harty

Tom Graves

John Fleming

Austin Scott

David B. M. Tie

Q. G. On

Keith J. Rothfus

Seamus Brannin

Tommy Duckworth

Michael A. Hinton

Rail M. Lujabara

Representative	Pg.
Rep. Robert Aderholt (AL)	2
Rep. Rodney Alexander (LA)	3
Rep. Robert Andrews (NJ)	2
Rep. Ron Barber (AZ)	1
Rep. Kerry Bentivolio (MI)	3
Rep. Ami Bera (CA)	5
Rep. Sanford Bishop, Jr. (GA)	6
Rep. Tim Bishop (NY)	3
Rep. Marsha Blackburn (TN)	3
Rep. Suzanne Bonamici (OR)	7
Rep. Jo Bonner (AL)	2
Rep. Charles Boustany (LA)	4
Rep. Bruce Braley (IA)	2
Rep. Robert Brady (PA)	3
Rep. Kevin Brady (TX)	3
Rep. Susan Brooks (IN)	4
Rep. Paul Broun (GA)	6
Rep. Corrine Brown (FL)	6
Rep. Michael Burgess (TX)	2
Rep. Cheri Bustos (IL)	5
Rep. Ken Calvert (CA)	2
Rep. Andre Carson (IN)	6
Rep. Bill Cassidy (LA)	5
Rep. Jason Chaffetz (UT)	6
Rep. Howard Coble (NC)	2
Rep. Steve Cohen (TN)	6
Rep. Tom Cole (OK)	6
Rep. Chris Collins (NY)	5
Rep. Joe Courtney (CT)	2
Rep. Kevin Cramer (ND)	5
Rep. Ander Crenshaw (FL)	1
Rep. Joseph Crowley (NY)	1
Rep. Danny Davis (IL)	4
Rep. Rosa DeLauro (CT)	1
Rep. Suzan DelBene (WA)	3
Rep. Jeff Denham (CA)	5
Rep. John Dingell (MI)	1
Rep. Tammy Duckworth (IL)	7
Rep. Blake Farenthold (TX)	3
Rep. Mike Fitzpatrick (PA)	6
Rep. John Fleming (LA)	7
Rep. Bill Flores (TX)	5

Rep. Bill Foster (IL)	5
Rep. Trent Franks (AZ)	6
Rep. Rodney Frelinghuysen (NJ)	1
Rep. Scott Garrett (NJ)	2
Rep. Jim Gerlach (PA)	6
Rep. Bob Gibbs (OH)	7
Rep. Chris Gibson (NY)	4
Rep. Louie Gohmert (TX)	2
Rep. Kay Granger (TX)	5
Rep. Tom Graves (GA)	7
Rep. Sam Graves (MO)	4
Rep. Gene Green (TX)	6
Rep. Tim Griffin (AR)	5
Rep. Raul Grijalva (AZ)	7
Rep. Michael Grimm (NY)	7
Rep. Doc Hastings (WA)	4
Rep. Joe Heck (NV)	3
Rep. Brian Higgins (NY)	1
Rep. Rush Holt (NJ)	4
Rep. Mike Honda (CA)	5
Rep. Randy Hultgren (IL)	7
Rep. Bill Huizenga (MI)	4
Rep. Hakeem Jeffries (NY)	4
Rep. Hank Johnson (GA)	2
Rep. Bill Johnson (OH)	4
Rep. Eddie Bernice Johnson (TX)	6
Rep. Sam Johnson (TX)	4
Rep. Walter Jones (NC)	2
Rep. David Joyce (OH)	1
Rep. William Keating (MA)	3
Rep. Peter King (NY)	1
Rep. Jack Kingston (GA)	2
Rep. Adam Kinzinger (IL)	4
Rep. Ann Kirkpatrick (AZ)	3
Rep. Leonard Lance (NJ)	3
Rep. James Lankford (OK)	3
Rep. Rick Larsen (WA)	6
Rep. John Larson (CT)	6
Rep. Tom Latham (IA)	1
Rep. Sander Levin (MI)	1
Rep. Daniel Lipinski (IL)	4
Rep. John Lewis (GA)	1
Rep. Dave Loebsack (IA)	5



**Homeland
Security**

July 22, 2013

The Honorable Patrick Meehan
U.S. House of Representatives
Washington, DC 20515

Dear Representative Meehan:

Thank you for your letter regarding the establishment of a U.S. Customs and Border Protection (CBP) preclearance operation at Abu Dhabi International Airport (AUH) in the United Arab Emirates (UAE).

Establishing preclearance at AUH will provide clear benefits to U.S. security in a highly cost effective manner. The reciprocal benefits fall into three categories: (1) preventing high-risk travelers from boarding aircraft from Abu Dhabi to the United States; (2) enhancing law enforcement partnership and information sharing with a key U.S. partner in the region; and (3) improving facilitation of international travel by reducing wait times at U.S. gateways and processing up to 400,000 international air passengers in a cost effective manner.

Historically, DHS and Congress have worked together to promote CBP preclearance operations globally. In 2004, Congress directed the Secretary, in consultation with the Secretary of State, to “establish pre-inspection stations in at least 25 additional airports . . . [that] would most effectively facilitate the travel of admissible aliens and reduce the number of inadmissible aliens, especially aliens who are potential terrorists, who arrive from abroad by air at points of entry within the United States.” 8 U.S.C. § 1225a(4),) *see also* 19 U.S.C. § 1629(a) (“When authorized by treaty or executive agreement, the Secretary may station customs officers in foreign countries for the purpose of examining persons and merchandise prior to their arrival in the United States.”)

FOR OFFICIAL USE ONLY

The U.S. has a long-term strategic interest in building upon its footprint in the Middle East with programs such as the Immigration Advisory Program and pre-departure screening of Abu Dhabi serves as an important emerging transit hub for global travel and commerce. Below are historical statistics reflecting the importance of engagement with Abu Dhabi for preclearance activities to enhance U.S. security:

- Abu Dhabi ranks in the top 10 of international airports for travelers matching records in the Terrorist Screening Database
- UAE has direct flights to Yemen, North and East Africa (Morocco, Nigeria, Kenya, Ethiopia, and Sudan), Saudi Arabia, Pakistan, Iraq, Iran, Lebanon, Bangladesh, and India, all high risk pathways for terrorist travel.
- Less than 5 percent of refused travelers arriving in the United States on flights from Abu Dhabi in the last two years were Emirati; most transited from India, Saudi Arabia, Pakistan, and Bangladesh.
- 70 percent of the U.S. bound commercial passenger traffic from Abu Dhabi International Airport is in-transit from other countries.

Given these threats, and the specific routings and transit traffic through Abu Dhabi, preclearance provides clear U.S. security benefits by allowing DHS to project a core security program closer to source countries for extremist activity.

CBP officers will not only be able to interview, capture biometrics, and electronic media of known or suspected terrorists, they will also be able to address non-watch listed travelers who present risk factors identified through targeting rules, behavioral indicators, and primary interviews. Preclearance operations on this high-risk route will provide a significantly enhanced security posture on flights from Abu Dhabi, benefiting U.S. security and providing an opportunity for more comprehensive interviews and examinations of travelers denied boarding through targeting processes.

CBP officers at the proposed Abu Dhabi preclearance location would be operating with full authorities to inspect and examine travelers and goods, would be in uniform, and have access to their full complement of law enforcement tools including firearms and personal protective equipment, non-intrusive inspection x-ray and radiation detection equipment, biometric capture technology, etc. CBP would have broader authorities in Abu Dhabi than at any other preclearance location CBP currently operates.

Preclearance also protects U.S. agricultural infrastructure from the spread of foreign pests, disease, and global outbreaks. For example, in the last two years CBP has seen a 400 percent increase in interceptions of khapra beetles, one of the most devastating pests from that region, mostly in luggage of passengers originating from the Middle East.

The Secretary maintains the authority to seek reimbursement for certain immigration and agricultural inspectional services pursuant to 8 U.S.C. § 1356(i) and 7 U.S.C. § 8311, respectively. See also 6 U.S.C. § 231 (transferring certain agricultural functions to DHS); 6 U.S.C. § 251(5) (transferring certain immigration functions to DHS) statute.

The willingness of the UAE airport authority to share the financial costs of preclearance operations with DHS makes this planned preclearance operation the most cost effective expansion of preclearance. CBP estimates costs of opening and maintaining a preclearance location in Abu Dhabi to be approximately \$5 million annually, which includes the relocation of CBP officers to Abu Dhabi, the salaries and benefits of those CBP officers, and all operating costs. However, anticipates receiving reimbursement for approximately 85 percent of these total costs in Abu Dhabi, making the operation extremely cost effective.

Preclearance operations in Abu Dhabi will also have facilitation benefits at key international gateway airports in the United States. Currently, there are three daily flights from Abu Dhabi to U.S. airports. These flights arrive at congested terminals at John F. Kennedy International Airport (JFK), Chicago O'Hare International Airport (ORD), and Dulles International Airport (IAD) at peak periods. Given the high percentage of non-U.S. citizens on these flights who take longer to process, passenger traffic from Abu Dhabi contributes to significant wait times that inconvenience all international travelers, including those arriving on U.S. carriers. Annually pre-clearing up to 400,000 passengers at Abu Dhabi would relieve congestion and contribute to reduced wait times at these key U.S. airports during peak afternoon arrival periods. This immediate benefit would be realized by all other carriers arriving at those airports during those periods, including a number of U.S. carriers.

For example, Etihad flight 151, a Boeing 777, arrives daily at ORD with an average of 380 passengers daily at 1535 hours, directly in the middle of ORD's peak traffic period. Pre-clearing this flight would remove almost 20 percent of the arriving travelers from processing queues at ORD during this time and provide a significant, positive impact on wait times. This would not only provide economic benefits to the carriers and travelers arriving during this period, it would also free a CBP officer at ORD to focus their efforts on arriving from other travelers other origination points. Similar benefits would be achieved at JFK and IAD as well. As we seek to increase the number of visitors to the United States we need to make the arrival process as welcoming and expeditious as possible.

Two additional categories of savings will accrue to CBP: (1) cost savings for travelers deemed inadmissible in Abu Dhabi; and (2) an estimated savings of 15-16 officers at U.S. airports due to partial reimbursement of UAE preclearance operations. Denying admission to the U.S. at a preclearance location precludes costs that are normally borne at the U.S. port of arrival (enforcement processing, detention, monitoring, transportation, and repatriation costs).

DHS and the Department of State carefully negotiated a preclearance agreement with the UAE with the intent that U.S. airlines would not be at a competitive disadvantage to any foreign-based air carriers. It is highly anticipated that business opportunities will develop for U.S. airlines at Abu Dhabi over time, similar to the ongoing expansion occurring at our existing Preclearance locations and ports of entry with new aircraft equipment and flight routes.

Any proposed reimbursement paid by the UAE airport authority under the statutes cited above from Abu Dhabi would be deposited into existing user fee accounts of a similar type and nature to those already collected by CBP from air carriers globally and user fee airports in the United States. Moreover, these accounts defray CBP costs for a broad set of expenses (i.e., not just employees' salaries) and user fee airports in the U.S. In any event, CBP officer salaries are paid from a variety of sources (e.g., the Agency's annual appropriation and applicable user fee accounts). As a result, and any reimbursement paid by the UAE airport authority would not be viewed by CBP personnel as a source of funding dependent on Abu Dhabi UAE airport authority in a manner that could compromise integrity. Additionally, any CBP officer deployed abroad would have a guaranteed position to return to at U.S. Ports of Entry and would not be subject to untoward influence from this arrangement. The U.S. Government has effectively managed reimbursable agreements for U.S. bilateral security benefits in the past, as demonstrated by Department of Defense status of forces agreements and U.S. Department of State foreign assistance programs.

Finally, failing to establish preclearance operations in Abu Dhabi as agreed after 18 months of sensitive negotiations would adversely impact the United States' relationship with the UAE. The U.S. and the UAE share many interests as partners in economic growth and security, and an operation in Abu Dhabi has strategic value in support of the DHS and CBP missions. Preclearance in Abu Dhabi will enhance U.S. security objectives and continue to build on a strategic partnership with the UAE, a key ally in the Middle East region.

Thank you for your interest in this matter. The co-signers of your letter will receive a separate, identical response. Should you need additional assistance, please do not hesitate to contact me at (b) (6), (b) (7)(C)

Respectfully,

A handwritten signature in black ink, appearing to read "Brian de Vallance".

Brian de Vallance
Acting Assistant Secretary for Legislative Affairs


Enclosure



**U.S. Customs and
Border Protection**

Commissioner

MEMORANDUM TO THE ASSISTANT SECRETARY FOR LEGISLATIVE AFFAIRS

FROM: Thomas S. Winkowski 
Deputy Commissioner of CBP,
Performing the duties of the Commissioner of CBP

SUBJECT: **Response to Rep. Patrick Meehan's, et al, April 22, 2013 letter
regarding preclearance operation in Abu Dhabi
(WF 980539)**

Context: Forwarded for your approval and signature is a response to Rep. Patrick Meehan and 147 other Members of Congress regarding their concerns with DHS's agreement with the United Arab Emirates for a CBP preclearance operation in Abu Dhabi.

This response thanks the Members for their interest in this matter and informs them that DHS is working to address their concerns with regard to this agreement.

Coordination: This proposed response has been coordinated within my component. My point of contact on this action is (b) (6), (b) (7)(C), Director, Office of the Executive Secretariat, Office of the Commissioner, at (b) (6), (b) (7)(C).

Chief Counsel Coordination: This document has been reviewed and coordinated with (b) (6), (b) (7)(C) in the Office of Chief Counsel, at (b) (6), (b) (7)(C).

Timeliness: This response was delayed due to coordination with several offices.

Executive Secretariat Recommendation: I recommend that you sign the attached letter.

Donald R. Swain, Executive Secretary (acting)

Date

(b) (6), (b) (7)(C)

From: (b) (7)(E)
Sent: Thursday, May 14, 2015 9:39 AM
To: (b) (6), (b) (7)(C)
Subject: FW: Incoming Correspondence: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)
Attachments: Email002.jpg; Email003.jpg; Email001.jpg; Email024 (3).jpg

(b) (6), (b) (7)(C)

Please assign to OFO. Thank you.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) On Behalf Of (b) (7)(E)
Sent: Thursday, May 14, 2015 10:26 AM
To: (b) (7)(E)
Cc: (b) (7)(E) (b) (6), (b) (7)(C)
Subject: Incoming Correspondence: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)

OES,

Will you please provide an official response to the attached inquiry? Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, May 13, 2015 5:37 PM
To: (b) (6), (b) (7)(C)
Subject: FW: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

At your convenience, please send this one down for an official written response and copy me. Thank you,

(b) (6), (b) (7)(C) Esq.

Congressional Liaison, Office of Congressional Affairs
U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C)
Phone: (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) On Behalf Of (b) (7)(E)
Sent: Wednesday, May 06, 2015 10:13 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (7)(E)
Subject: FW: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)
Importance: High

(b) (6), (b) (7)(C)

Please see below for a follow-up to an inquiry you received on April 29th. Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)

From: Goodman, Bobbi (b) (6)
Sent: Wednesday, May 06, 2015 9:45 AM
To: (b) (7)(E)
Subject: FW: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)

Good Morning,
Please see the attached as well as the message below.
I am hoping for a response with the status of this case.
Thank you.

Bobbi Goodman

Director of Constituent Services
Congressman Leonard Lance
District 7 New Jersey
425 North Avenue East
Westfield, New Jersey 07090
908.518.7733 Phone
908.518.7751 Fax

From: Goodman, Bobbi
Sent: Wednesday, April 29, 2015 11:14 AM
To: (b) (7)(E)
Subject: FW: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)

Please see both the attached and the information below.

Has there been a decision regarding this?

Bobbi Goodman

Director of Constituent Services
Congressman Leonard Lance
District 7 New Jersey
425 North Avenue East
Westfield, New Jersey 07090
908.518.7733 Phone
908.518.7751 Fax

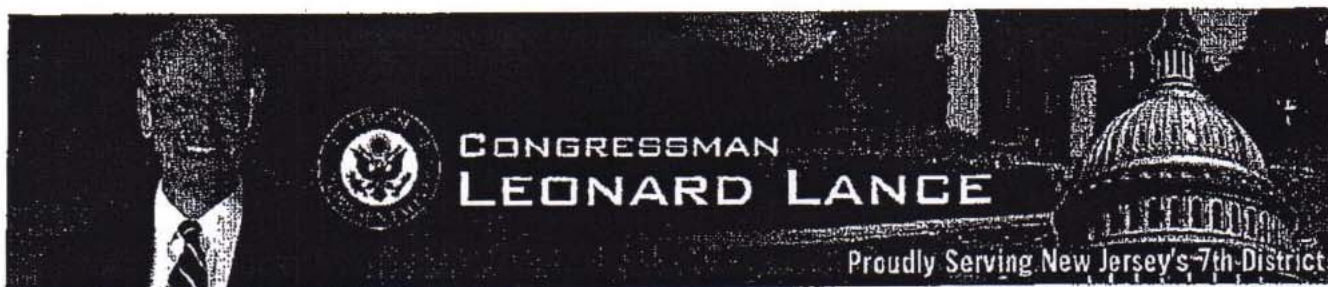
From: Goodman, Bobbi
Sent: Wednesday, April 15, 2015 10:48 AM
To: (b) (7)(E)
Subject: I194 Visa Waiver (b) (6), (b) (7)(C) ATTENTION (b) (6), (b) (7)(C)

Please see the attached Privacy Form and Receipt regarding (b) (6), (b) (7)(C)

In advance, thank you for your attention to this matter.

Bobbi Goodman

Director of Constituent Services
Congressman Leonard Lance
District 7 New Jersey
425 North Avenue East
Westfield, New Jersey 07090
908.518.7733 Phone
908.518.7751 Fax



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)

Address: (b) (6), (b) (7)(C)

City, State, Zip: (b) (6), (b) (7)(C)

Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)

Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)

Agency Involved: DHS

Case Number, if applicable (VA claim, Alien number, tax ID, etc.): (b) (6), (b) (7)(C)

Date and Place Claim was Filed: 11-29-12 (b) (6), (b) (7)(C)

Please describe problem in detail: My sister filed form I-192, application for advance permission to enter as Nonimmigrant. To this date she has not recieved a decision on her case. Her name is (b) (6), (b) (7)(C) and she is a Canadian citizen. I would appreciate any assistance the congressman can provide in this matter.

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: (b) (6), (b) (7)(C) DATE: 12-2-2014

(b) (6), (b) (7)(C)

Please note this is what I have. The constituent claims this is what was given to her when she submitted her I-192.
Also, thank you for your immediate response to my original email.
Happy Holidays.
Bobbi



U.S. Customs and
Border Protection

(b) (6), (b) (7)(C)

xx
xx
xx
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) I-192 AdvNT \$585.00

TOTAL \$585.00
CRDB CRD \$585.00
CARD TYPE: (b) (6), (b) (7)(C)
CARD #:
EXP. DATE:
AUTH CODE:
REF NUM:

I agree to pursue all disputes via
the USCBP protest provisions.

FINAL SALE, NO REFUND

Sign Here _____

CLS CNT: 1

CUSTOMER COPY

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

1:28PM 11/29/12

- o Applicant's complete surname & name
- o # (b) (6), (b) (7)(C)
- o Applicant's date & place of birth
- o (b) (6), (b) (7)(C)
- o Applicant's country of nationality & passport number
- o (b) (6), (b) (7)(C)
- o Applicant's interview date & visa category
- o # November 29th 2012, Visa waiver I-194

In advance of



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)
Mailing Address: (b) (6), (b) (7)(C)
City, State, Zip: (b) (6), (b) (7)(C)
Home Phone: (b) (6), (b) (7)(C) Work Phone: —
Email: (b) (6), (b) (7)(C)
Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)
Agency Involved: DHS
Case Number, if applicable (VA claim, Alien number, tax ID, etc.): (b) (6), (b) (7)(C)
Date and Place Claim was Filed: 11-29-2012 (b) (6), (b) (7)(C)
Please describe problem in detail: I (b) (6), (b) (7)(C) filed form I-192 application for advance permission to enter as nonimmigrant. To this date I have not received a decision on my case. I am a Canadian citizen. I would appreciate any assistance congressman can provide in this matter.

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: (b) (6), (b) (7)(C)

DATE: May 9th, 2015

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Friday, June 12, 2015 10:22 AM
To: Goodman, Bobbi
Cc: (b) (7)(E)
Subject: Signed Response from CBP - Rep. Lance
Attachments: (b) (7)(E) LANCE (b) (6), (b) (7)(C) Signed response.PDF

Hello,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Should you wish to file any future inquiries, please feel free to email them along with any relevant documents to (b) (7)(E). Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)



**U.S. Customs and
Border Protection**

JUN 12 2015

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

This is in response to your May 9, 2015, correspondence on behalf of your constituent, (b) (6), (b) (7)(C) regarding her request for U.S. Customs and Border Protection (CBP) to review the status of her Form I-192, Application for Advance Permission to Enter as Nonimmigrant.

A review of CBP records indicates (b) (6), (b) (7)(C) application was received at CBP's Admissibility Review Office (ARO). (b) (6), (b) (7)(C) application will be completed by CBP on approximately June 19, 2015.

If (b) (6), (b) (7)(C) has an urgent or compelling need to enter into the United States while awaiting adjudication of her application, she may apply for humanitarian parole. The Secretary of the Department of Homeland Security may, at his discretion, parole into the United States, temporarily, under such conditions as he may prescribe on a case-by-case basis, for urgent humanitarian reasons or significant public benefit, any alien applying for admission into the United States. Humanitarian parole cannot be used to circumvent normal visa-issuing procedures, or as an instrument to bypass preference immigrant visa availability or processing for refugee status. Parole is an extraordinary measure, sparingly used to bring an otherwise inadmissible alien into the United States for a temporary period of time due to a very compelling emergency.

A request for humanitarian parole must be submitted to U.S. Citizenship and Immigration Services (USCIS) on Form I-131, Application for Travel Document. Further information and filing instructions may be found on the USCIS Web site at www.uscis.gov. (b) (6), (b) (7)(C) may also apply to the CBP Port Director of the port of entry through which she requests to travel for any discretionary benefit within the authority of the Port Director.

The Honorable Leonard Lance
Page 2

If you should need further assistance, please contact my office at (b) (6), (b) (7)(C)

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael J. Yeager', followed by a long horizontal flourish.

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Thursday, April 26, 2012 9:43 AM
To: (b) (6), (b) (7)(C)
Cc:
Subject: FW: Congressional INquiry : (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

As we briefly discussed, I wanted to make sure that we brought you in on this informal request. Please work with (b) (6), (b) (7)(C) to ensure that we follow CBP protocol.

Many Thanks.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)
Deputy Branch Chief
Retirement and Benefits Advisory Services (RABAS)
(b) (6), (b) (7)(C)
Washington, DC 20229
(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, April 25, 2012 6:28 PM
To: Mortimer, Glenn
Cc: (b) (6), (b) (7)(C)
Subject: RE: Congressional INquiry : (b) (6), (b) (7)(C)

Mr. Mortimer:

I have forwarded your message to the Director of Staff at our agencies hiring center. The treatment of salary would have been a part of his employment agreement and these are facts that I am unaware of and I am referring you to a resource that may be able to assist.

(b) (6), (b) (7)(C)

Is this a matter that you can assist with?

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)
Deputy Branch Chief
Retirement and Benefits Advisory Services (RABAS)
(b) (6), (b) (7)(C)
Washington, DC 20229
(b) (6), (b) (7)(C)

From: Mortimer, Glenn (b) (6)
Sent: Wednesday, April 25, 2012 3:11 PM
To: (b) (6), (b) (7)(C)
Subject: FW: Congressional INquiry : (b) (6), (b) (7)(C)

Is there any additional information that you need to assist (b) (6), (b) (7)(C)

Thank you for your help,

Glenn Mortimer

Constituent Services Representative
Congressman Leonard Lance (NJ-07)
425 North Ave. East
Westfield, NJ 07090

(908) 518-7733
(908) 518-7751 fax

From: Mortimer, Glenn
Sent: Thursday, April 19, 2012 4:51 PM
To: (b) (6), (b) (7)(C)
Subject: Congressional INquiry : (b) (6), (b) (7)(C)

I spoke to (b) (6), (b) (7)(C) and he did not receive anything in writing . He said this was done with the approval of SAC and he was told he would be a re-employed annuitant . I have attached a copy of his privacy agreement.

Glenn Mortimer

Constituent Services Representative
Congressman Leonard Lance (NJ-07)
425 North Ave. East
Westfield, NJ 07090

(908) 518-7733
(908) 518-7751 fax

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) on behalf of (b) (7)(E)
Sent: Thursday, January 2, 2014 3:46 PM
To: (b) (7)(E)
Cc:
Subject: Incoming Correspondence: 12-18-2013 (b) (6), (b) (7)(C)
Attachments: (b) (6), (b) (7)(C) PA.pdf; Privacy form for (b) (6), (b) (7)(C) for Rep Lance Office.pdf

OES,

Please provide an official response to the attached correspondence.

Lead: OFO

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)

(fax)

(b) (6), (b) (7)(C)



Privacy Authorization Form

Please print this form and email, fax or mail to:

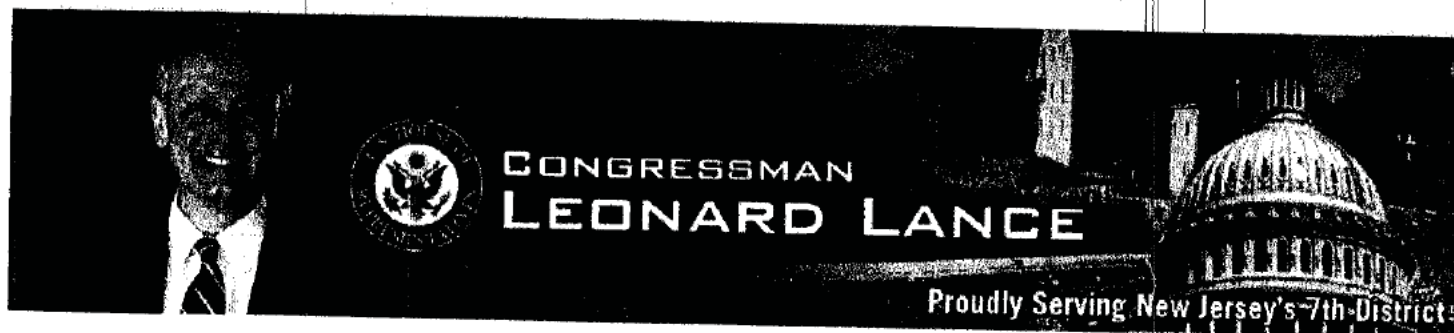
Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)
Address: c/o (b) (6), (b) (7)(C)
City, State, Zip: (b) (6), (b) (7)(C)
Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)
Email: (b) (6), (b) (7)(C)
Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)
Agency Involved: US Customs & Border Protection - (b) (6), (b) (7)(C)
Case Number, if applicable (VA claim, Alien number, tax ID, etc.): Ref# (b) (6), (b) (7)(C)
Date and Place Claim was Filed: 11/18/13 on help.cbp.gov (online)
Please describe problem in detail: On 11/10/13 we arrived at (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) from (b) (6), (b) (7)(C). We are (b) (6), (b) (7)(C) citizens and do not speak English. We gave the CBP agent an email from our son-in-law saying we are staying with him and our daughter in (b) (6), (b) (7)(C) until 4/27/14 (5.5 months). The CBP agent was rude, disrespectful and dismissive. We felt he was making fun of, and belittling, us. Once finished with us, he looked at my wife and said to her, "GET OUT!" Not until afterwards, did we see he wrote on the entry stamp "Until 4/8/14", even though our return ticket is 4/27/14.

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: (b) (6), (b) (7)(C)

DATE: 12/6/2013



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)
Address: (b) (6), (b) (7)(C)
City, State, Zip: (b) (6), (b) (7)(C)
Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)
Email: (b) (6), (b) (7)(C)
Social Security: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)
Agency Involved: U.S. Customs & Border Protection (b) (6), (b) (7)(C)
Case Number, if applicable (VA claim, Alien number, tax ID, etc.): (b) (6), (b) (7)(C)
Date and Place Claim was Filed: 11/18/2013, 12AM, <https://www.cbp.gov>
Please describe problem in detail: Complaint submitted to the CBP for mis-treatment of (b) (6), (b) (7)(C) (my in-laws) by the CBP Agent upon their arrival at (b) (6), (b) (7)(C) at approximately 5:30-6PM on Sunday 11/10/2013 (b) (6), (b) (7)(C)
Flight (b) (6), (b) (7)(C) Also, request that their ARRIVAL STAMP be corrected to their departure date of 04/27/2014. (see attached)

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: (b) (6), (b) (7)(C)

DATE: 11/21/2013

E-Mail Viewer

[Message](#) [Details](#) [Attachments](#) [Headers](#) [Source](#)[HTML](#)

From: "mailnoreply@housemail.house.gov" <mailnoreply@housemail.house.gov>
Date: 11/18/2013 12:25:34 AM

To: (b) (6), (b) (7)(E)

Cc:

Subject: Contact Form

Dear Congressman Lance:

My wife and I are residents of (b) (6), (b) (7)(C). We seek your assistance and wish to raise awareness of the mis-treatment of foreign travelers by U.S. Customs and Border Protection ("CBP") agents at (b) (6), (b) (7)(C) airport.

We have filed a complaint to the U.S. Customs and Border Protection Agency via their online website for the mis-treatment of my father and mother-in-law at the (b) (6), (b) (7)(C) port-of-entry in (b) (6), (b) (7)(C) after they arrived from (b) (6), (b) (7)(C) via (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) flight (b) (6), (b) (7)(C) on Sunday, November 10, 2013. Below is the complete written complaint sent to the U.S. CBP. A letter with a copy of the text is also being sent by USPS mail to your (b) (6), (b) (7)(C) office.

Best Regards,

(b) (6), (b) (7)(C)

Text from the Complaint to the U.S. CBP:

Dear U.S. Customs and Border Protection Complaint Official:

On behalf of (b) (6), (b) (7)(C) myself and my wife, (b) (6), (b) (7)(C) submit this is a written formal complaint to the U.S. CBP Agency regarding rude and unacceptable treatment of my father and mother in-law on November 10, 2013 at approximately 5:30-6:00PM EST at (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (arrived on (b) (6), (b) (7)(C) for travelers holding foreign passports.

The CBP Agent's behavior (as a representative of the United States of America) was not only unacceptable, but also an embarrassment to both the American people and to the country. What's most troubling to me (as a U.S. citizen), is that interaction between foreign travelers and CBP ports-of-entry agents are typically one-on-one which enables agents to take advantage of the situation to be abusive, rude and mean with little to no retribution or accountability.

My wife and I are residents of the city of (b) (6), (b) (7)(C) and we have also written a formal letter of complaint to our U.S. Representative, Congressman Leonard Lance (District 7). We request the identification of the CBP agent and a meeting with him and his superiors. In addition, we request a correction to the ADMITTED STAMP on the Passports of my in-laws be changed from the (handwritten) date of April 9, 2014 to the date of their return date of their

(b) (7)(E)

11/25/2013

itinerary of April 27, 2014, which is within the 6-month maximum stay limit.

The CBP agent that processed my father and mother-in-law, (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) citizens) upon their arrival from (b) (6), (b) (7)(C) on November 10, 2013 at approximately 5:30-600PM EST was extremely rude and disrespectful after my father-in-law gave him a note I had written for them. The agent laughed at them and made fun of them because they did speak English (but my father-in-law is proficient enough in English to understand) when presented with the note (copy of the text is below at the end of this complaint). In addition, upon completing their the processing, the CBP agent looked at my in-laws and dismissed them, rudely glaring at them, and saying to them (quote): "GET OUT!".

My wife and I purchased round trip airline tickets online (November 10, 2013 arrival and April 27, 2014 return) for my in-laws (my wife's parents) on November 2, 2013 as a Christmas gift for them to come stay with us and spend time with their grandchildren (our 13 y.o. daughter and 15 month old son).. In addition, their stay includes being able to spend Easter 2014 with us, which is a special holiday for our family.

My in-laws arrived on November 10, 2013 and their trip is within the 6-months stay allowed by their visa. The CBP agent hand wrote a return date of April 9, 2014 (counting on my fingers, 6-months would be May 9, 2014). It looks like the CBP agent counted wrong. My in-laws have (b) (6), (b) (7)(C) Passports with expiration dates of April 27, 2022, and Type R-Class B1/B2 U.S. Entry Visas with expiration dates of June 13, 2022. The details of their passports and visas are:

(b) (6), (b) (7)(C) Passport# (b) (6), (b) (7)(C) Visa Control# (b) (6), (b) (7)(C)
Pass# (b) (6), (b) (7)(C) Visa Control# (b) (6), (b) (7)(C)

I appreciate your assistance on this complaint and correcting the return date on the ARRIVED STAMP on their passports to April 27, 2014. Thank you in advance to a speedy and satisfactory resolution to this matter. I look forward to hearing from you this week.

Best Regards,

(b) (6), (b) (7)(C)

P.S., Below is the email I sent them to print out to present to the CBP agent upon arrival to ensure a smooth arrival:

To: U.S. Immigration and Customs Official at (b) (6), (b) (7)(C) Airport
From: (b) (6), (b) (7)(C)
Date: 10 November 2013
Subject: Visiting Daughter, Son-in-Law and Grandchildren in (b) (6), (b) (7)(C)

We do not speak English. We (b) (6), (b) (7)(C) are both (b) (6), (b) (7)(C) citizens and arrived at (b) (6), (b) (7)(C) today on (b) (6), (b) (7)(C) Flight (b) (6), (b) (7)(C). Our daughter, son-in-law and grandchildren are picking us up. We will be staying with them until 27 April 2014. Their names and home address are:

(b) (6), (b) (7)(C)

(b) (7)(E)

11/25/2013

(b) (6), (b) (7)(C)

We have not brought any fruit or meat products. All items in our possession are for personal use and we have nothing to declare to U.S. Customs.

Close

(b) (7)(E)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) on behalf of (b) (7)(E)
Sent: Thursday, July 21, 2016 10:28 AM
To: (b) (7)(E)
Cc: (b) (7)(E) (b) (6), (b) (7)(C)
Subject: Incoming Correspondence: 07-15-2016 (b) (6), (b) (7)(C)
Attachments: (b) (6), (b) (7)(C) Privacy Authorization Form & Supporting Document.pdf

OES,

Please provide an official response to the attached incoming. Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Tuesday, July 19, 2016 6:19 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (7)(E)
Subject: FW: Congressional Inquiry: (b) (6), (b) (7)(C)

Hi (b) (6), (b) (7)(C)

Please forward this to OES to provide an official response.

Thanks!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

*Congressional Liaison Specialist
Office of Congressional Affairs
U.S. Customs and Border Protection*

(b) (6), (b) (7)(C)



From: Abbate, Bonnie (b) (6)
Sent: Friday, July 15, 2016 2:42 PM
To: (b) (6), (b) (7)(C)
Subject: Congressional Inquiry: (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Constituent (b) (6), (b) (7)(C) contacted Congressman Lance regarding his denied Global Entry Program application. I have attached (b) (6), (b) (7)(C) signed Privacy Authorization Form and supporting document for your review, which provide further details regarding this matter.

(b) (6), (b) (7)(C) advises that he was not given a reason for the denial of his application; therefore, he would like to know why his application was denied.

In addition, (b) (6), (b) (7)(C) indicates that he was advised that he can appeal this decision. However, in previous conversations I had with you on a different case, my understanding was that these decisions are final and not able to be appealed. Would you please clarify this.

I appreciate your review of (b) (6), (b) (7)(C) case; I will await your response.

Thank you.

Bonnie

*Bonnie Abbate
Constituent Services Representative
Office of Congressman Leonard Lance
New Jersey Seventh District*

*361 Route 31, Unit 1400
Flemington, New Jersey 08822
Telephone: 908-788-6900
Facsimile: 908-788-2869
Email: (b) (6)*





Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)

Address: (b) (6), (b) (7)(C)

City, State, Zip: (b) (6), (b) (7)(C)

Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C) submit (b) (6), (b) (7)(C)

Social Security # (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)

Agency Involved: U.S. Customs and Border Protection

Case Number, if applicable (VA claim, Alien number, tax ID, etc.):

Date and Place Claim was Filed: (b) (6), (b) (7)(C) 1st application: January 2015 & 2nd application November 2015

Please describe problem in detail: I applied for the Global Entry card as noted above. I was denied

the Global Entry Card. I was told I could appeal but no reason was given for the rejection of my

application. I am asking for Congressman Lance to help me obtain the reason so I may clear up or

clarify any issues within the government records. My TSA-Pre number is (b) (6), (b) (7)(C) My passport

is (b) (6), (b) (7)(C) which expires on August 5, 2018. My place of birth is (b) (6), (b) (7)(C) Please see the

attached letter for further information. Thank you for your assistance.

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED

(b) (6), (b) (7)(C)

DATE: July 14, 2016

(b) (6), (b) (7)(C)

July 8, 2016

Honorable Leonard Lance
2352 Rayburn House Office Building
Washington DC 20515-0001

361 Route 31 Ste 1400
Flemington NJ 08822-3392

Re: Constituent 7th District

(b) (6), (b) (7)(C) aka (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)

Dear Sir:

I would like to take this opportunity to introduce you to (b) (6), (b) (7)(C) aka (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) has offices at (b) (6), (b) (7)(C) in the USA, and, internationally at (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) has a large development center in (b) (6), (b) (7)(C) and employs approximately 1,000 technologists around the world. Some of (b) (6), (b) (7)(C)'s key clients are (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) was recently cited as the (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) resides at (b) (6), (b) (7)(C) which is your Congressional District, and he works out of our (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) is a General Partner of (b) (6), (b) (7)(C) that manages up to (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is a U.S. Citizen and has been residing in the U.S. since 1992.

(b) (6), (b) (7)(C) travels quite extensively within the U.S. and visits our offices and clients around the world quite frequently. He makes over 6 international trips during the year. (b) (6), (b) (7)(C) does have the TSA Pre, which was awarded to him after the necessary due diligence. In order to expedite his travel, (b) (6), (b) (7)(C) applied for the Global Entry Card and submitted an application to the U.S. Customs and Border Protection sometime in January 2015. He was interviewed and subsequently his application was rejected. He re-applied in November 2015, and again without any explanation, it was rejected. We have tried to find out the reason for the rejection but we have not been granted any information.

(b) (6), (b) (7)(C)

Honorable Leonard Lance

Page 2

July 8, 2016

(b) (6), (b) (7)(C) is an established company with good reputation. (b) (6), (b) (7)(C) has been an upstanding member of our society and has resided in (b) (6), (b) (7)(C) for the last 24 years.

We wanted your assistance and advice to find out why (b) (6), (b) (7)(C) Global Entry application was denied and how we could furnish any information that may be needed to reverse this decision. We at (b) (6), (b) (7)(C) comply with all the laws of the land, and we are requesting your office to help us find out why USCBP has denied (b) (6), (b) (7)(C) application for the Global Entry Card. This will enable us, to clarify or clear up any issues, that may be resting in the government records.

We look forward to hearing from you. (b) (6), (b) (7)(C) is willing to meet you at your office. If have any questions or concerns, you may contact me at (b) (6), (b) (7)(C) my mobile, or via at email at (b) (6), (b) (7)(C) Thank you.

Respectfully,

(b) (6), (b) (7)(C)

By:

(b) (6), (b) (7)(C)

Administration

cc:

(b) (6), (b) (7)(C)

Tel: (b) (6), (b) (7)(C)

Mob

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) on behalf of (b) (7)(E)
Sent: Wednesday, August 24, 2016 9:07 AM
To: (b) (6)
Cc: (b) (7)(E)
Subject: Signed Response from CBP - Rep. Lance
Attachments: (b) (6), (b) (7)(C), (b) (7)(E) LANCE (b) (6), (b) (7)(C) Signed response.pdf

Hello,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Please feel free to share this response with your constituent, we just ask that you redact the contact info for our office as our office policy prohibits us from working directly with constituents.

Should you wish to file any future inquiries, please feel free to email them along with any relevant documents to (b) (7)(E) Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs | U.S. Customs and Border Protection

(b) (6), (b) (7)(C) | Washington, D.C. 20229

(b) (6), (b) (7)(C) (main line) | (b) (7)(E)



U.S. Customs and
Border Protection

AUG 24 2016

The Honorable Leonard Lance
U.S. House of Representatives
361 Route 31, Unit 1400
Flemington, NJ 08822

Dear Representative Lance:

This is in response to your July 15, 2016, correspondence on behalf of your constituent, (b) (6), (b) (7)(C) requesting that U.S. Customs and Border Protection (CBP) reconsider the denial of his Global Entry application.

Global Entry is a risk-based approach to facilitate the entry of pre-approved U.S. citizens, lawful permanent residents of the United States, and citizens of certain other countries. The program allows frequent international travelers who have passed a background check, use of an automated kiosk to clear passport control, and provides an expedited exit lane out of the CBP processing area.

CBP is pleased to report that on August 9, 2016, the CBP Ombudsman reviewed (b) (6), (b) (7)(C) denial and determined that his application for membership in the Global Entry program should be conditionally approved. (b) (6), (b) (7)(C) may now log into his GOES account to schedule an interview at an Enrollment Center to complete his Global Entry application. The Enrollment Center will make the final determination of his application.

If you should need further assistance, please contact my office at (b) (6), (b) (7)(C)

Sincerely,

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) on behalf of (b) (7)(E)
Sent: Monday, May 18, 2015 2:41 PM
To: (b) (7)(E)
Cc: (b) (7)(E); (b) (6), (b) (7)(C)
Subject: Incoming Correspondence: Denial of Global Entry
Attachments: (b) (6), (b) (7)(C)PA & Doc.pdf; US Customs Letter Mrch20,2015.pdf; Global Entry Approval Letter 8-16-14.docx; Global Entry Membership (b) (6), (b) (7)(C).docx

OES,

Will you please provide an official response to the attached inquiry? Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(b) (6), (b) (7)(C) (Blackberry)
(b) (6), (b) (7)(C) (fax)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Monday, May 18, 2015 3:39 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (7)(E); (b) (6), (b) (7)(C)
Subject: FW: Denial of Global Entry

Hi (b) (6), (b) (7)(C),

OCA received this inquiry from DHS OLA. I have already spoken with the congressional staff about the case, but he would also like to have an official CBP response. Can you please forward this to OES?

Thank you!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

*Congressional Liaison Specialist
Office of Congressional Affairs
U.S. Customs and Border Protection*

(b) (6), (b) (7)(C)



From: Byers, John (b) (6)
Sent: Monday, May 18, 2015 3:35 PM
To: (b) (6), (b) (7)(C)
Subject: RE: Denial of Global Entry

Thank you for following up.

Please see the attached.

John

John Byers

Rep. Leonard Lance (NJ-07)
2352 Rayburn HOB
P: 202-225-5361
C: 202-503-5191
F: 202-225-9460



From: (b) (6), (b) (7)(C)
Sent: Monday, May 18, 2015 3:26 PM
To: Byers, John
Subject: RE: Denial of Global Entry

Hi John,

I hope that you had a great weekend. Per our conversation last week, can you please provide a privacy release form for this constituent? Our office will not be able to disclose any information about this constituent until we receive it and I do not want to delay the notification process for you.

Please send the constituent's signed privacy release form so that we can review this case as soon as we can.

All the best,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

*Congressional Liaison Specialist
Office of Congressional Affairs*

(b) (6), (b) (7)(C)



From: Byers, John

Sent: Monday, May 11, 2015 2:35:27 PM (UTC) Dublin, Edinburgh, Lisbon, London

To: (b) (7)(E)

Subject: FW: Denial of Global Entry

May I speak to someone regarding the below? Sounds like an honest mistake is keeping a constituent of ours off the Global Entry list.

Thanks for any insight.

John

John Byers

Rep. Leonard Lance (NJ-07)

2352 Rayburn HOB

P: 202-225-5361

C: 202-503-5191

F: 202-225-9460



(b) (6), (b) (7)(C)

8/16/2014

U.S. Customs and Border Protection
PO Box 946
Williston, VT 05495
Attn: CBP Ombudsman

Re: Global Entry # (b) (6), (b) (7)(C)

Dear CBP Ombudsman,

On August 12, 2014 my application for **Global Entry** was denied. I then called Supervisor (b) (6), (b) (7)(C) to discuss how I might work to have this decision reviewed, since I believe it was made in error. Based on our discussion and the information he was able to review about my travel records, criminal records (there are none), etc., he suggested I write you a letter.

I travel out of the USA approximately 4 times yearly to Europe, Istanbul and India (just to name a few places) where I purchase items for my small chain of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C). On all of these trips I utilize a customs broker if I purchase and carry back items for sale. I have never been fined or even questioned about a customs declaration.

Despite all my travel I am scared to fly and require an emotional support dog to accompany me. Additionally, I also take prescription drugs which sometimes make me a bit confused until the effects leave my system. In 2011 I claimed, as I always do, that I had food, meat and animals with me upon entering the USA. When I proceeded to the agriculture line they asked did I have food and I said yes, I have dog food (made from meat, poultry or fish) and a dog. They asked did I have anything else and I said no, forgetting that I had one 6 inch piece of salami that was given as a gift early on my trip and shoved in some pocket of my suitcase. The salami and even my Made in America dog food were confiscated. While I had no intention of in anyway doing anything that was against the rules, I did (inadvertently) have an un-approved item. As a result, I was assessed a penalty of \$175, which I paid at the airport without protest.

For the next 6 months to a year, as soon as my passport was swiped at immigration, I was segregated from the rest of the returnees and sent to a room, where I would be held for an hour or so, and then escorted to agriculture, where they would thoroughly check my bags. Eventually, this was stopped and thankfully I am able to enter now without any extra steps through immigration and customs.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I believe if you look at my record you will see that I am an excellent citizen with no record of arrest or even suspected of any illegal activities.. I am a 5th generation American who loves her country, my father is a retired US Naval officer who served our country in 3 wars, so we were brought up to always do the right thing! I am truly sorry that I had one negative event with the agriculture department and would never have done anything to purposefully endanger the USA in any way with food products that might hurt our people.

I appreciate that **Global Entry** is a privilege, not a right. I am respectfully requesting that you review my application and history and hopefully can help me to obtain an approval,

Sincerely,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Aug 12, 2014

WILLISTON, VT
PO BOX 946
Williston, VT 05495
US

(b) (6), (b) (7)(C)

RE: Your Global Entry Program Membership (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Thank you for your application to the Global Entry program of U.S. Customs and Border Protection.

Global Entry is a voluntary program available to travelers that pass a comprehensive background investigation. Applicants found to be ineligible for Global Entry participation may still be permitted to enter into the United States although they will not be permitted to use the Global Entry dedicated lanes.

We regret to inform you that your membership in Global Entry has been disapproved for the following reason(s):

You have been found to have violated CBP laws, regulations, or other related laws
violation 9CFR94, 7USC8301 ET SEQ

If you believe the decision was based upon **inaccurate information**, you may contact the local trusted traveler Enrollment Center to schedule an appointment to speak with a supervisor. A list of locations can be found at: www.cbp.gov/xp/cgov/travel/trusted_traveler/

If necessary, you may also write to the CBP Trusted Traveler Ombudsman at:

U.S. Customs and Border Protection
PO Box 946

Williston, VT 05495
Attention: CBP Ombudsman

The review by either the Enrollment Center or the Ombudsman will be based on the information provided by you and should include any information to further clarify a record, explain an incident or arrest, or show the disposition of criminal charges. Please remember that the following circumstances may make you ineligible for participation:

- Providing false or incomplete information on the application;
- Convictions for any criminal offense or pending criminal charges to include outstanding warrants;
- Violations of any customs, immigration, or agriculture regulations or laws in any country;
- Inadmissibility to the United States under immigration laws;
- Receipt of a criminal pardon from any country; or
- Other circumstances that indicate to CBP that you have not qualified as "low risk."

Sincerely,

Supervisor, Global Entry Enrollment Center
U.S. Customs and Border Protection



**U.S. Customs and
Border Protection**

March 20, 2015

RE: (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Thank you for your correspondence requesting reconsideration for your Trusted Traveler application. U.S. Customs and Border Protection (CBP) has completed a review of this matter. Please allow me to outline our findings.

Participation in CBP Trusted Traveler Programs is voluntary and is available to persons who pass a comprehensive background check. Applicants may not qualify for participation if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any Federal, State, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or
- cannot satisfy CBP that all eligibility requirements are met.

CBP has determined that you do not meet the eligibility requirements for a Trusted Traveler Program for the reasons originally provided to you on your denial notification letter. If your denial was based on a criminal conviction, customs, agriculture or immigration violation the denial remains unchanged because you did not provide sufficient evidence that CBP used incorrect or erroneous information to make the original denial determination.

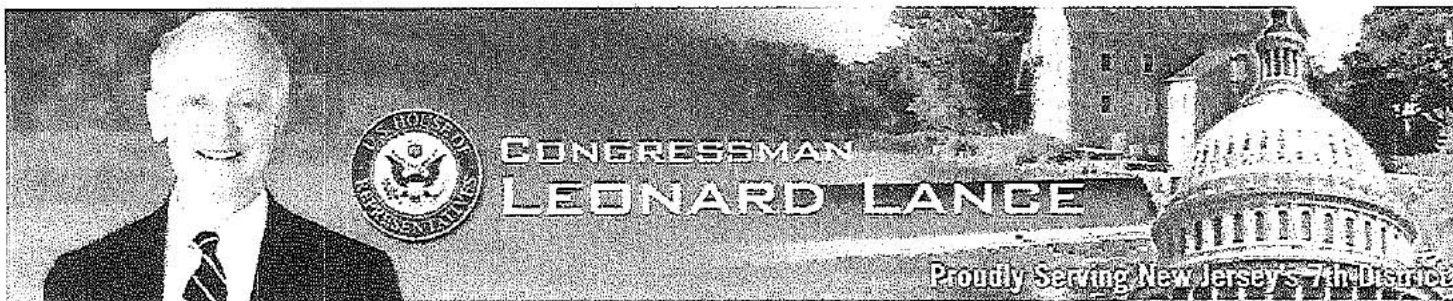
If you were denied because you cannot satisfy CBP that all eligibility requirements are met, the decision stands. CBP may use information from other agencies when making eligibility decisions and is prohibited from releasing other agency information.

Applicants who do not qualify for participation are not prohibited from entering the United States. However, they are not permitted to use a Trusted Traveler dedicated lane to do so.

Thank you for your interest in the CBP Trusted Traveler Programs.

Sincerely,

CBP Ombudsman
Trusted Traveler Programs
FAST, NEXUS, SENTRI, GLOBAL ENTRY™



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)

Address: (b) (6), (b) (7)(C)

City, State, Zip: (b) (6), (b) (7)(C)

Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)

Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)

Agency Involved: _____

Case Number, if applicable (VA claim, Alien number, tax ID, etc.): _____

Date and Place Claim was Filed: _____

Please describe problem in detail: _____

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: (b) (6), (b) (7)(C)

DATE: 4/23/15

From: (b) (6), (b) (7)(C)
Sent: Sunday, April 05, 2015 2:40 PM
To: (b) (6), (b) (7)(C)
Subject: FW: Global Entry Denials and request for

Dear (b) (6), (b) (7)(C)

Thank you for your suggestion that I should forward you the details of my denied membership in the Global Entry program. I travel out of the country at least four times yearly on buying trips for my retail store. It is a burden to not have obtained this level of approval for my travels.

On August 12, 2014 I was sent a letter denying my application for Global Entry program membership. Despite all my travel I am scared to fly and require an emotional support dog to accompany me. Additionally, I also take prescription drugs which sometimes make me a bit confused until the effects leave my system. In September 2011 I claimed, as I always do, that I had food, meat and animals with me upon entering the USA. When I proceeded to the agriculture line they asked did I have food and I said yes, I have dog food (made from meat, poultry or fish) and a dog. They asked did I have anything else and I said no, forgetting that I had one 6 inch piece of salami that was given as a gift early on my trip and shoved in some pocket of my suitcase. The salami and even my Made in America dog food were confiscated. While I had no intention of in anyway doing anything that was against the rules, I did (inadvertently) have an un-approved item. As a result, I was assessed a penalty of \$175, which I paid at the airport without protest.

I believe that this is not warranted so I followed the steps suggested on the letter and wrote the ombudsman to overturn the original decision dated August 16, 2014.

On March 20, 2015 I was again denied approval.

Attached are the two denial letters from US Customs and Border protection plus the letter I wrote in defense and apology to the ombudsman.

I am now asking for the help to overturn this erroneous decision so that I can participate in the Trusted Traveler program.

Your help is appreciated.

(b) (6), (b) (7)(C)

(b) (7)(E)

(b) (6), (b) (7)(C)

8/16/2014

U.S. Customs and Border Protection
PO Box 946
Williston, VT 05495
Attn: CBP Ombudsman

Re: Global Entry (b) (6), (b) (7)(C)

Dear CBP Ombudsman,

On August 12, 2014 my application for **Global Entry** was denied. I then called Supervisor (b) (6), (b) (7)(C) to discuss how I might work to have this decision reviewed, since I believe it was made in error. Based on our discussion and the information he was able to review about my travel records, criminal records (there are none), etc., he suggested I write you a letter.

I travel out of the USA approximately 4 times yearly to Europe, Istanbul and India (just to name a few places) where I purchase items for my small chain of (b) (6), (b) (7)(C). On all of these trips I utilize a customs broker if I purchase and carry back items for sale. I have never been fined or even questioned about a customs declaration.

Despite all my travel I am scared to fly and require an emotional support dog to accompany me. Additionally, I also take prescription drugs which sometimes make me a bit confused until the effects leave my system. In 2011 I claimed, as I always do, that I had food, meat and animals with me upon entering the USA. When I proceeded to the agriculture line they asked did I have food and I said yes, I have dog food (made from meat, poultry or fish) and a dog. They asked did I have anything else and I said no, forgetting that I had one 6 inch piece of salami that was given as a gift early on my trip and shoved in some pocket of my suitcase. The salami and even my Made in America dog food were confiscated. While I had no intention of in anyway doing anything that was against the rules, I did (inadvertently) have an un-approved item. As a result, I was assessed a penalty of \$175, which I paid at the airport without protest.

For the next 6 months to a year, as soon as my passport was swiped at immigration, I was segregated from the rest of the returnees and sent to a room, where I would be held for an hour or so, and then escorted to agriculture, where they would thoroughly check my bags. Eventually, this was stopped and thankfully I am able to enter now without any extra steps through immigration and customs.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I believe if you look at my record you will see that I am an excellent citizen with no record of arrest or even suspected of any illegal activities.. I am a 5th generation American who loves her country, my father is a retired US Naval officer who served our country in 3 wars, so we were brought up to always do the right thing! I am truly sorry that I had one negative event with the agriculture department and would never have done anything to purposefully endanger the USA in any way with food products that might hurt our people.

I appreciate that **Global Entry** is a privilege, not a right. I am respectfully requesting that you review my application and history and hopefully can help me to obtain an approval,

Sincerely,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Aug 12, 2014

WILLISTON, VT
PO BOX 946
Williston, VT 05495
US

(b) (6), (b) (7)(C)

RE: Your Global Entry Program Membership (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Thank you for your application to the Global Entry program of U.S. Customs and Border Protection.

Global Entry is a voluntary program available to travelers that pass a comprehensive background investigation. Applicants found to be ineligible for Global Entry participation may still be permitted to enter into the United States although they will not be permitted to use the Global Entry dedicated lanes.

We regret to inform you that your membership in Global Entry has been disapproved for the following reason(s):

You have been found to have violated CBP laws, regulations, or other related laws
violation 9CFR94, 7USC8301 ET SEQ

If you believe the decision was based upon **inaccurate information**, you may contact the local trusted traveler Enrollment Center to schedule an appointment to speak with a supervisor. A list of locations can be found at: www.cbp.gov/xp/cgov/travel/trusted_traveler/

If necessary, you may also write to the CBP Trusted Traveler Ombudsman at:

U.S. Customs and Border Protection
PO Box 946

Williston, VT 05495
Attention: CBP Ombudsman

The review by either the Enrollment Center or the Ombudsman will be based on the information provided by you and should include any information to further clarify a record, explain an incident or arrest, or show the disposition of criminal charges. Please remember that the following circumstances may make you ineligible for participation;

- Providing false or incomplete information on the application;
- Convictions for any criminal offense or pending criminal charges to include outstanding warrants;
- Violations of any customs, immigration, or agriculture regulations or laws in any country;
- Inadmissibility to the United States under immigration laws;
- Receipt of a criminal pardon from any country; or
- Other circumstances that indicate to CBP that you have not qualified as "low risk."

Sincerely,

Supervisor, Global Entry Enrollment Center
U.S. Customs and Border Protection

PO Box 946
Williston, VT 05495



**U.S. Customs and
Border Protection**

March 20, 2015

RE: (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Thank you for your correspondence requesting reconsideration for your Trusted Traveler application. U.S. Customs and Border Protection (CBP) has completed a review of this matter. Please allow me to outline our findings.

Participation in CBP Trusted Traveler Programs is voluntary and is available to persons who pass a comprehensive background check. Applicants may not qualify for participation if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any Federal, State, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or
- cannot satisfy CBP that all eligibility requirements are met.

CBP has determined that you do not meet the eligibility requirements for a Trusted Traveler Program for the reasons originally provided to you on your denial notification letter. If your denial was based on a criminal conviction, customs, agriculture or immigration violation the denial remains unchanged because you did not provide sufficient evidence that CBP used incorrect or erroneous information to make the original denial determination.

If you were denied because you cannot satisfy CBP that all eligibility requirements are met, the decision stands. CBP may use information from other agencies when making eligibility decisions and is prohibited from releasing other agency information.

Applicants who do not qualify for participation are not prohibited from entering the United States. However, they are not permitted to use a Trusted Traveler dedicated lane to do so.

Thank you for your interest in the CBP Trusted Traveler Programs.

Sincerely,

CBP Ombudsman
Trusted Traveler Programs
FAST, NEXUS, SENTRI, GLOBAL ENTRY™

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Thursday, June 11, 2015 1:00 PM
To: (b) (6)
Cc: (b) (7)(E)
Subject: Signed Response from CBP - Rep. Lance
Attachments: (b) (6), (b) (7)(C), (b) (7)(E) LANCE (b) (6), (b) (7)(C) Signed response.PDF

Hello,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Should you wish to file any future inquiries, please feel free to email them along with any relevant documents to (b) (7)(E) Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) office)

Blackberry)

fax)

(b) (6), (b) (7)(C)



**U.S. Customs and
Border Protection**

JUN 11 2015

The Honorable Leonard Lance
U.S. House of Representatives
Washington, DC 20515

Dear Representative Lance:

This letter is in response to your May 18, 2015, correspondence on behalf of your constituent, (b) (6), (b) (7)(C) requesting that U.S. Customs and Border Protection (CBP) reconsider the denial of her Global Entry application.

Global Entry is a voluntary program available to persons who pass a comprehensive background check and have no derogatory criminal history. Applicants may not qualify for participation in the Global Entry program if they:

- provide false or incomplete information on the application;
- have been convicted of any criminal offense or have pending criminal charges to include outstanding warrants;
- have been found in violation of any Customs, Immigration, or Agriculture regulations or laws in any country;
- are subjects of an investigation by any federal, state, or local law enforcement agency;
- are inadmissible to the United States under Immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation; or,
- cannot satisfy CBP of their low-risk status or meet other program requirements.

Our records indicate that (b) (6), (b) (7)(C) application for membership in the Global Entry program was denied on August 12, 2014, due to a 2011 CBP violation for possession of prohibited items which resulted in a penalty being assessed. (b) (6), (b) (7)(C) application was reviewed by the CBP Ombudsman on March 16, 2015, at her request, and it was determined that no change is warranted. CBP regrets that further reconsideration cannot be granted. However, being denied from participation in the Global Entry program does not prohibit (b) (6), (b) (7)(C) from being able to travel.

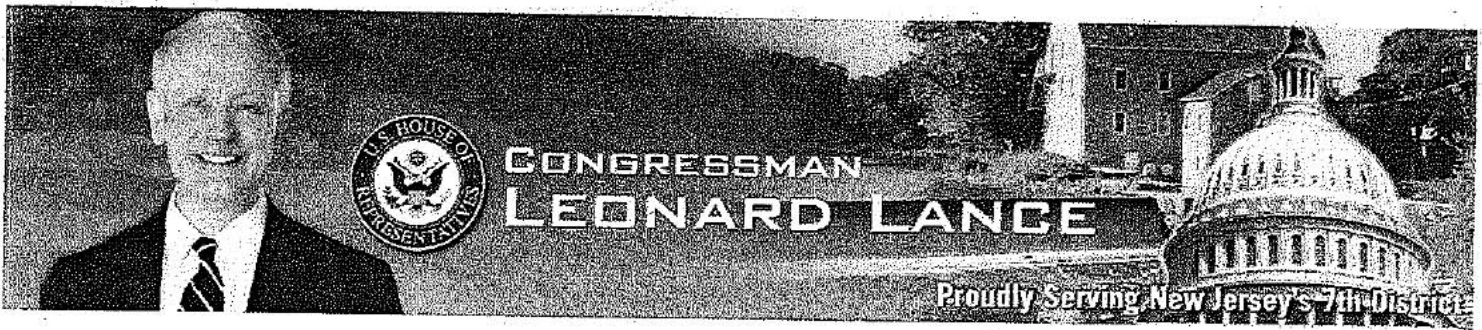
The Honorable Leonard Lance
Page 2

If you should need further assistance, please contact my office at (b) (6), (b) (7)(C)

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Yeager", with a long, sweeping horizontal line extending to the right.

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)
Address: (b) (6), (b) (7)(C)
City, State, Zip: (b) (6), (b) (7)(C)
Home Phone: (b) (6), (b) (7)(C) Work Phone: (b) (6), (b) (7)(C)
Email: (b) (6), (b) (7)(C)
Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)
Agency Involved: U.S. Customs and Border Protection
Case Number, if applicable (VA claim, Alien number, tax ID, etc.):
Date and Place Claim was Filed:

Please describe problem in detail: I believe that I am a qualified retired/separated law enforcement officer as per 18 USC 926C(a). I believe that my former employer incorrectly interpreted this law in refusing to provide me with identification that would identify me as such. I am attaching other supporting documentation and after in an email

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf

SIGNED (b) (6), (b) (7)(C)

DATE: 5/24/14

(b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

May 24, 2014

Dear Congressman Lance,

I am a constituent of yours and appreciate your useful emails and am impressed with and grateful for your public service. I am a military veteran, having voluntarily joined the Navy during the Vietnam conflict and served as a Radioman, a position of trust that required a Top Secret clearance. I retired from U.S. Customs and Border Protection after more than thirty years service in positions which included being a law enforcement officer in the former U.S. Customs Service, during which time I made arrests, apprehended stowaways, interdicted narcotics and other contraband, detained internal drug carriers, and actively and responsibly carried firearms throughout my law enforcement career. While in this position I was also an executive board member of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) I was later promoted to a non law enforcement Headquarters position with U.S. Customs and Border Protection, now a component of the Department of Homeland Security.

✓ The reason for my contact is that I strongly believe that U.S. Customs and Border Protection (CBP) misinterpreted 18 U.S.C. 926C(c), the Law Enforcement Officers Safety Act (LEOSA) in denying my request for LEOSA identification which would indicate a qualified retired law enforcement officer as eligible to carry a concealed weapon under this act. It is my contention that I fall into this category as having served more than 10 years as a sworn law enforcement officer, with powers of arrest and authorization to carry a firearm, and having "separated from service in good standing from service with a public agency as a law enforcement officer". I was not qualified under the law when it was originally passed in 2004 because I did not directly retire from a law enforcement position as mandated in the original bill but when it was amended in 2010 and 2013, the language of the law indicates that I should be included. The law states:

(c) As used in this section, the term "qualified retired law enforcement officer" means an individual who—

- (1) separated from service in good standing from service with a public agency as a law enforcement officer;
- (2) before such separation, was authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and had statutory powers of arrest or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice);
- (3)(A) before such separation, served as a law enforcement officer for an aggregate of 10 years or more;

I applied to my former agency to obtain LEOSA identification and after several weeks received a letter stating the agency is "unable" to furnish this identification offering the following as justification: "The Law Enforcement Officers Safety Act, 18 U.S.C. 926C(c) states that a 'qualified retired or separated law enforcement officer' means an 'individual that separated from service with a public

agency as a law enforcement officer.' As you did not separate from the agency in a law enforcement position, CBP cannot grant this request for LEOSA identification." The agency appeared to paraphrase the bill's language to presumptively interpret it in this manner and I believe incorrectly. The letter further stated that it was the agency's "final" decision although there was no interim discussion with me and I furnished all appropriate supporting documentation when requested. The law does not state anywhere in its language that the "separation from service with a public agency as a law enforcement officer" has to be contingent on also having to "separate from the agency in a law enforcement position" either contemporaneously or ultimately as the agency's denial letter states. My contention is that my promotion to a non law enforcement headquarters position would definitely qualify me as meeting all the requirements of the law, "separated from service in good standing as a law enforcement officer with a public agency" as I was "separated in good standing" from the position as evidenced by both "separating" from the position I held of a "law enforcement officer with a public agency" with a promotion and that the promotion would also deem the separation as one in "good standing". Other information I have seen on the law's amendments was that it was amended to allow nontraditional LEO's to be covered under the law such as railroad police and former military personnel who served as M.P.'s for more than 10 years. If former M.P.'s are eligible even if they did not separate from the military in a law enforcement position according to the Department of Defense interpretation of the law, it is inconsistent that CBP is not recognizing my situation when I was a sworn law enforcement officer and that the language of the law appears to state that I should be covered. Separating "from service in good standing as a law enforcement officer" does not necessarily mean also having to "separate FROM the agency in a law enforcement position" as CBP stated, and I believe that the competent and correct legal interpretation would be that a promotion to another position, even in the same agency, would not disqualify me under the law as I was still "separated in good standing from service with a public agency as a law enforcement officer" by such promotion. Again, the law does not state that separation from service as a law enforcement officer has to also mean separating from the agency in a law enforcement position, and the mere 'separation' or departure from the position in good standing due to a promotion to a non LEO position in the same agency would also accommodate all the wording in the bill's language.

I realize that the Department of Homeland Security has not updated its' internal policy on 18 U.S.C. 926C(c) since 2008 to reflect the changes of 2010 and 2013, but the law as amended, in my view, clearly indicates I should be covered under 18 U.S.C. 926C(c). Any assistance in getting CBP to review and correct their interpretation of this law as amended would be greatly appreciated. I am making this reasonable and respectful request that CBP fairly and correctly interpret and apply 18 U.S.C. 926C(c) as I strongly contend that I should be considered eligible as a qualified retired law enforcement officer under this law.

Sincerely,

(b) (6), (b) (7)(C)

email:

(b) (6), (b) (7)(C)

1300 Pennsylvania Avenue NW
Washington, DC 20229



**U.S. Customs and
Border Protection**

May 16, 2014

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am in receipt of your application for a Law Enforcement Officers Safety Act (LEOSA) Card. The Security Management Division, of which I am the Director, is tasked with implementing Section 926C of LEOSA, as amended. Upon review of your application, U.S. Customs and Border Protection (CBP) is unable to provide you with a LEOSA identification card.

The Law Enforcement Officers Safety Act, 18 U.S.C. § 926C(c) states that a "qualified retired or separated law enforcement officer" means an "individual that separated from service with a public agency as a law enforcement officer." As you did not separate from the agency in a law enforcement position, CBP cannot grant this request for LEOSA identification.

This is the final agency determination, and we are returning the documents you submitted to the CBP Badge and Credential Office.

Regards,

(b) (6), (b) (7)(C)

Director, Security Management Division

(b) (6), (b) (7)(C), (b) (7)(E)

U.S. Customs and Border Protection

Goodman, Bobbi

From: (b) (6), (b) (7)(C)
Sent: Saturday, May 24, 2014 5:36 PM
To: Goodman, Bobbi
Subject: Request for assistance with U.S. Customs and Border Protection (CBP)
Attachments: CBPresponse.pdf; USCODE-2012-title18-partI-chap44-sec926C.PDF;
RepLanceLEOSAletter.docx; Privacyauthorization.pdf

Ms. Goodman,

Attached please find a letter for Rep. Lance with supporting documentation regarding my contact with my former employer, U.S. Customs and Border Protection and, in my view, their improper and incorrect interpretation of 18 U.S.C. 926C(c), the Law Enforcement Officers Safety Act, (LEOSA) in denying me LEOSA identification which would properly recognize me as a qualified retired/separated law enforcement officer under the law. I would appreciate any and all assistance with obtaining the proper legal interpretation and application of this law. Please feel free to contact me if you require any further background information or documentation.

Thank you for your attention and response

(b) (6), (b) (7)(C)

Goodman, Bobbi

From: (b) (6), (b) (7)(C)
Sent: Saturday, May 24, 2014 10:11 PM
To: Goodman, Bobbi
Subject: FW: LEOSA Request
Attachments: CBP LEOSA Request for Information.pdf

Ms. Goodman

Please add this as supporting documentation for my request for assistance with U.S. Customs and Border Protection. As you can see, the request for information CBP sent contained a long outdated version of 18 U.S.C. 926C(c) and this could be another factor in why the agency's interpretation appears to contradict the current law's language. I did complete the form and included the newest version of the law in the package I returned but again, I feel the agency has erred in the determination of my status. I am offended in that I had a long successful career that I am very proud of and expected to be treated better than this.

Thanks for your attention,

(b) (6), (b) (7)(C)

✓ **From:** (b) (6), (b) (7)(C) **On Behalf Of** (b) (7)(E)
Sent: Thursday, March 06, 2014 3:25 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (7)(E)
Subject: LEOSA Request

(b) (6), (b) (7)(C)

CBP is in receipt of your request for assistance in obtaining a Law Enforcement Officers Safety Act Identification Card. Please fill out the attached application and provide your Standard Form 50 for agency consideration. Your application will be reviewed and you will be notified of the agency's determination.

DHS, Customs and Border Protection

(b) (6), (b) (7)(C), (b) (7)(E)

Security Management Division

E-mail: (b) (7)(E)

This communication is intended only for the named addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this communication is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original communication to us at the above address. Thank you.

(b) (7)(E)



(b) (7)(E)



(b) (7)(E)



(b) (7)(E)



(b) This section shall not be construed to supersede or limit the laws of any State that—

(1) permit private persons or entities to prohibit or restrict the possession of concealed firearms on their property; or

(2) prohibit or restrict the possession of firearms on any State or local government property, installation, building, base, or park.

(c) As used in this section, the term “qualified law enforcement officer” means an employee of a governmental agency who—

(1) is authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and has statutory powers of arrest or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice);

(2) is authorized by the agency to carry a firearm;

(3) is not the subject of any disciplinary action by the agency which could result in suspension or loss of police powers;

(4) meets standards, if any, established by the agency which require the employee to regularly qualify in the use of a firearm;

(5) is not under the influence of alcohol or another intoxicating or hallucinatory drug or substance; and

(6) is not prohibited by Federal law from receiving a firearm.

(d) The identification required by this subsection is the photographic identification issued by the governmental agency for which the individual is employed that identifies the employee as a police officer or law enforcement officer of the agency.

(e) As used in this section, the term “firearm”—

(1) except as provided in this subsection, has the same meaning as in section 921 of this title;

(2) includes ammunition not expressly prohibited by Federal law or subject to the provisions of the National Firearms Act; and

(3) does not include—

(A) any machinegun (as defined in section 5845 of the National Firearms Act);

(B) any firearm silencer (as defined in section 921 of this title); and

(C) any destructive device (as defined in section 921 of this title).

(f) For the purposes of this section, a law enforcement officer of the Amtrak Police Department, a law enforcement officer of the Federal Reserve, or a law enforcement or police officer of the executive branch of the Federal Government qualifies as an employee of a governmental agency who is authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and has statutory powers of arrest or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice).

(Added Pub. L. 108-277, §2(a), July 22, 2004, 118 Stat. 865; amended Pub. L. 111-272, §2(a), (b),

Oct. 12, 2010, 124 Stat. 2855; Pub. L. 112-239, div. A, title X, §1089(1), Jan. 2, 2013, 126 Stat. 1970.)

REFERENCES IN TEXT

The National Firearms Act, referred to in subsec. (e), is classified generally to chapter 53 (§5801 et seq.) of Title 26, Internal Revenue Code. See section 5849 of Title 26. Section 5845 of the Act is classified to section 5845 of Title 26.

AMENDMENTS

2013—Subsec. (c)(1). Pub. L. 112-239, §1089(1)(A), inserted “or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice)” after “arrest”.

Subsec. (d). Pub. L. 112-239, §1089(1)(B), substituted “that identifies the employee as a police officer or law enforcement officer of the agency” for “as a law enforcement officer”.

Subsec. (f). Pub. L. 112-239, §1089(1)(C), inserted “or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice)” after “arrest”.

2010—Subsec. (c)(3). Pub. L. 111-272, §2(a)(1), inserted “which could result in suspension or loss of police powers” after “agency”.

Subsec. (e). Pub. L. 111-272, §2(b), added subsec. (e) and struck out former subsec. (e) which read as follows: “As used in this section, the term ‘firearm’ does not include—

“(1) any machinegun (as defined in section 5845 of the National Firearms Act);

“(2) any firearm silencer (as defined in section 921 of this title); and

“(3) any destructive device (as defined in section 921 of this title).”

Subsec. (f). Pub. L. 111-272, §2(a)(2), added subsec. (f).

§ 926C. Carrying of concealed firearms by qualified retired law enforcement officers

(a) Notwithstanding any other provision of the law of any State or any political subdivision thereof, an individual who is a qualified retired law enforcement officer and who is carrying the identification required by subsection (d) may carry a concealed firearm that has been shipped or transported in interstate or foreign commerce, subject to subsection (b).

(b) This section shall not be construed to supersede or limit the laws of any State that—

(1) permit private persons or entities to prohibit or restrict the possession of concealed firearms on their property; or

(2) prohibit or restrict the possession of firearms on any State or local government property, installation, building, base, or park.

(c) As used in this section, the term “qualified retired law enforcement officer” means an individual who—

(1) separated from service in good standing from service with a public agency as a law enforcement officer;

(2) before such separation, was authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and had statutory powers of arrest or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice);

(3)(A) before such separation, served as a law enforcement officer for an aggregate of 10 years or more; or

(B) separated from service with such agency, after completing any applicable probationary

period of such service, due to a service-connected disability, as determined by such agency;

(4) during the most recent 12-month period, has met, at the expense of the individual, the standards for qualification in firearms training for active law enforcement officers, as determined by the former agency of the individual, the State in which the individual resides or, if the State has not established such standards, either a law enforcement agency within the State in which the individual resides or the standards used by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State;

(5)(A) has not been officially found by a qualified medical professional employed by the agency to be unqualified for reasons relating to mental health and as a result of this finding will not be issued the photographic identification as described in subsection (d)(1); or

(B) has not entered into an agreement with the agency from which the individual is separating from service in which that individual acknowledges he or she is not qualified under this section for reasons relating to mental health and for those reasons will not receive or accept the photographic identification as described in subsection (d)(1);

(6) is not under the influence of alcohol or another intoxicating or hallucinatory drug or substance; and

(7) is not prohibited by Federal law from receiving a firearm.

(d) The identification required by this subsection is—

(1) a photographic identification issued by the agency from which the individual separated from service as a law enforcement officer that identifies the person as having been employed as a police officer or law enforcement officer and indicates that the individual has, not less recently than one year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the agency to meet the active duty standards for qualification in firearms training as established by the agency to carry a firearm of the same type as the concealed firearm; or

(2)(A) a photographic identification issued by the agency from which the individual separated from service as a law enforcement officer that identifies the person as having been employed as a police officer or law enforcement officer; and

(B) a certification issued by the State in which the individual resides or by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State that indicates that the individual has, not less than 1 year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State or a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State to have met—

(I) the active duty standards for qualification in firearms training, as established by

the State, to carry a firearm of the same type as the concealed firearm; or

(II) if the State has not established such standards, standards set by any law enforcement agency within that State to carry a firearm of the same type as the concealed firearm.

(e) As used in this section—

(1) the term “firearm”—

(A) except as provided in this paragraph, has the same meaning as in section 921 of this title;

(B) includes ammunition not expressly prohibited by Federal law or subject to the provisions of the National Firearms Act; and

(C) does not include—

(i) any machinegun (as defined in section 5845 of the National Firearms Act);

(ii) any firearm silencer (as defined in section 921 of this title); and

(iii) any destructive device (as defined in section 921 of this title); and

(2) the term “service with a public agency as a law enforcement officer” includes service as a law enforcement officer of the Amtrak Police Department, service as a law enforcement officer of the Federal Reserve, or service as a law enforcement or police officer of the executive branch of the Federal Government.

(Added Pub. L. 108-277, §3(a), July 22, 2004, 118 Stat. 866; amended Pub. L. 111-272, §2(c), Oct. 12, 2010, 124 Stat. 2855; Pub. L. 112-239, div. A, title X, §1089(2), Jan. 2, 2013, 126 Stat. 1971.)

REFERENCES IN TEXT

The National Firearms Act, referred to in subsec. (e)(1)(B), (C)(i), is classified generally to chapter 53 (§5801 et seq.) of Title 26, Internal Revenue Code. See section 5849 of Title 26. Section 5845 of such Act is classified to section 5845 of Title 26.

AMENDMENTS

2013—Subsec. (c)(2). Pub. L. 112-239, §1089(2)(A), inserted “or apprehension under section 807(b) of title 10, United States Code (article 7(b) of the Uniform Code of Military Justice)” after “arrest”.

Subsec. (d)(1). Pub. L. 112-239, §1089(2)(B)(i), substituted “that identifies the person as having been employed as a police officer or law enforcement officer and indicates” for “that indicates”.

Subsec. (d)(2)(A). Pub. L. 112-239, §1089(2)(B)(ii), inserted “that identifies the person as having been employed as a police officer or law enforcement officer” after “officer”.

2010—Subsec. (c)(1). Pub. L. 111-272, §2(c)(1)(A), substituted “separated from service” for “retired” and struck out “, other than for reasons of mental instability” after “officer”.

Subsec. (c)(2). Pub. L. 111-272, §2(c)(1)(B), substituted “separation” for “retirement”.

Subsec. (c)(3)(A). Pub. L. 111-272, §2(c)(1)(C)(i), substituted “separation, served as a law enforcement officer for an aggregate of 10 years or more” for “retirement, was regularly employed as a law enforcement officer for an aggregate of 15 years or more”.

Subsec. (c)(3)(B). Pub. L. 111-272, §2(c)(1)(C)(ii), substituted “separated” for “retired”.

Subsec. (c)(4). Pub. L. 111-272, §2(c)(1)(D), added par. (4) and struck out former par. (4) which read as follows: “has a nonforfeitable right to benefits under the retirement plan of the agency”.

Subsec. (c)(5). Pub. L. 111-272, §2(c)(1)(E), added par. (5) and struck out former par. (5) which read as follows: “during the most recent 12-month period, has met, at

the expense of the individual, the State's standards for training and qualification for active law enforcement officers to carry firearms;".

Subsec. (d)(1). Pub. L. 111-272, § 2(c)(2)(A), substituted "separated" for "retired" and "to meet the active duty standards for qualification in firearms training as established by the agency to carry a firearm of the same type as the concealed firearm" for "to meet the standards established by the agency for training and qualification for active law enforcement officers to carry a firearm of the same type as the concealed firearm".

Subsec. (d)(2)(A). Pub. L. 111-272, § 2(c)(2)(B)(i), substituted "separated" for "retired".

Subsec. (d)(2)(B). Pub. L. 111-272, § 2(c)(2)(B)(ii), substituted "or by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State that indicates that the individual has, not less than 1 year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State or a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State to have met—" for "that indicates that the individual has, not less recently than one year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State to meet the standards established by the State for training and qualification for active law enforcement officers to carry a firearm of the same type as the concealed firearm." and added cls. (I) and (II).

Subsec. (e). Pub. L. 111-272, § 2(c)(3), added subsec. (e) and struck out former subsec. (e) which read as follows: "As used in this section, the term 'firearm' does not include—

"(1) any machinegun (as defined in section 5845 of the National Firearms Act);

"(2) any firearm silencer (as defined in section 921 of this title); and

"(3) a destructive device (as defined in section 921 of this title)."

§ 927. Effect on State law

No provision of this chapter shall be construed as indicating an intent on the part of the Congress to occupy the field in which such provision operates to the exclusion of the law of any State on the same subject matter, unless there is a direct and positive conflict between such provision and the law of the State so that the two cannot be reconciled or consistently stand together.

(Added Pub. L. 90-351, title IV, § 902, June 19, 1968, 82 Stat. 234; amended Pub. L. 90-618, title I, § 102, Oct. 22, 1968, 82 Stat. 1226.)

AMENDMENTS

1968—Pub. L. 90-618 struck out "or possession" after "State" wherever appearing.

EFFECTIVE DATE OF 1968 AMENDMENT

Amendment by Pub. L. 90-618 effective Dec. 16, 1968, see section 105 of Pub. L. 90-618, set out as a note under section 921 of this title.

§ 928. Separability

If any provision of this chapter or the application thereof to any person or circumstance is held invalid, the remainder of the chapter and the application of such provision to other persons not similarly situated or to other circumstances shall not be affected thereby.

(Added Pub. L. 90-351, title IV, § 902, June 19, 1968, 82 Stat. 234; amended Pub. L. 90-618, title I, § 102, Oct. 22, 1968, 82 Stat. 1226.)

AMENDMENTS

1968—Pub. L. 90-618 reenacted section without change.

EFFECTIVE DATE OF 1968 AMENDMENT

Amendment by Pub. L. 90-618 effective Dec. 16, 1968, see section 105 of Pub. L. 90-618, set out as a note under section 921 of this title.

§ 929. Use of restricted ammunition

(a)(1) Whoever, during and in relation to the commission of a crime of violence or drug trafficking crime (including a crime of violence or drug trafficking crime which provides for an enhanced punishment if committed by the use of a deadly or dangerous weapon or device) for which he may be prosecuted in a court of the United States, uses or carries a firearm and is in possession of armor piercing ammunition capable of being fired in that firearm, shall, in addition to the punishment provided for the commission of such crime of violence or drug trafficking crime be sentenced to a term of imprisonment for not less than five years.

(2) For purposes of this subsection, the term "drug trafficking crime" means any felony punishable under the Controlled Substances Act (21 U.S.C. 801 et seq.), the Controlled Substances Import and Export Act (21 U.S.C. 951 et seq.), or chapter 705 of title 46.

(b) Notwithstanding any other provision of law, the court shall not suspend the sentence of any person convicted of a violation of this section, nor place the person on probation, nor shall the terms of imprisonment run concurrently with any other terms of imprisonment, including that imposed for the crime in which the armor piercing ammunition was used or possessed.

(Added Pub. L. 98-473, title II, § 1006(a), Oct. 12, 1984, 98 Stat. 2139; amended Pub. L. 99-308, § 108, May 19, 1986, 100 Stat. 460; Pub. L. 99-408, § 8, Aug. 28, 1986, 100 Stat. 921; Pub. L. 100-690, title VI, § 6212, title VII, § 7060(b), Nov. 18, 1988, 102 Stat. 4360, 4404; Pub. L. 107-273, div. B, title IV, § 4002(c)(4), Nov. 2, 2002, 116 Stat. 1809; Pub. L. 109-304, § 17(d)(4), Oct. 6, 2006, 120 Stat. 1707.)

REFERENCES IN TEXT

The Controlled Substances Act, referred to in subsec. (a)(2), is title II of Pub. L. 91-513, Oct. 27, 1970, 84 Stat. 1242, as amended, which is classified principally to subchapter I (§ 801 et seq.) of chapter 13 of Title 21, Food and Drugs. For complete classification of this Act to the Code, see Short Title note set out under section 801 of Title 21 and Tables.

The Controlled Substances Import and Export Act, referred to in subsec. (a)(2), is title III of Pub. L. 91-513, Oct. 27, 1970, 84 Stat. 1285, as amended, which is classified principally to subchapter II (§ 951 et seq.) of chapter 13 of Title 21. For complete classification of this Act to the Code, see Short Title note set out under section 951 of Title 21 and Tables.

AMENDMENTS

2006—Subsec. (a)(2). Pub. L. 109-304 substituted "chapter 705 of title 46" for "the Maritime Drug Law Enforcement Act (46 U.S.C. App. 1901 et seq.)."

2002—Subsec. (b). Pub. L. 107-273 struck out at end "No person sentenced under this section shall be eligible for parole during the term of imprisonment imposed herein."

1988—Subsec. (a)(1). Pub. L. 100-690, § 7060(b), substituted "trafficking crime" for "trafficking crime," in three places.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Tuesday, July 29, 2014 10:41 AM
To: (b) (6)
Cc: (b) (7)(E)
Subject: Signed response from CBP - Rep. Lance
Attachments: (b) (6), (b) (7)(C) LANCE (b) (6), (b) (7)(C).PDF

Good morning,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) office)

fax)

(b) (6), (b) (7)(C)



**U.S. Customs and
Border Protection**

JUL 29 2014

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

This is in response to your May 28, 2014 correspondence on behalf of your constituent, (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) request to U.S. Customs and Border Protection (CBP) for Law Enforcement Officers Safety Act (LEOSA) identification.

CBP's Office of (b) (7)(E) Security Management Division (SMD) reviewed and previously responded directly to (b) (6), (b) (7)(C) on May 16, 2014. Following (b) (6), (b) (7)(C) submission of a LEOSA application, (b) (7)(E) SMD determined that (b) (6), (b) (7)(C) circumstances did not meet the eligibility requirements for receiving LEOSA identification.

In accordance with the Department of Homeland Security Instruction (b) (7)(E) (b) (7)(E) CBP has made its final determination on (b) (6), (b) (7)(C) appeal concerning his eligibility for LEOSA identification.

If we may offer further assistance, please contact me at (b) (6), (b) (7)(C)

Sincerely,

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Monday, December 8, 2014 2:33 PM
To: (b) (6)
Cc: (b) (6), (b) (7)(C)
Subject: Signed Response from CBP - Rep. Lance
Attachments: 2014-COR-02078 LANCE (b) (6), (b) (7)(C) signed response.pdf

Hello,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)



**U.S. Customs and
Border Protection**

DEC 08 2014

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

This letter is in response to your October 8, 2014, correspondence on behalf of your constituent, (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) inquiry to U.S. Customs and Border Protection (CBP) concerning the status of his request for Law Enforcement Officers Safety Act (LEOSA) identification. (b) (6), (b) (7)(C) is a former CBP employee.

CBP's Security Management Division (SMD) responded to (b) (6), (b) (7)(C) request for LEOSA identification on May 16, 2014. CBP has determined (b) (6), (b) (7)(C) circumstances are outside of the applicability of Law Enforcement Officers Safety Act, 18 U.S.C. § 926. Specifically, (b) (6), (b) (7)(C) separation from the Law Enforcement Officer position and his separation from service with CBP did not occur concurrently. Therefore, (b) (6), (b) (7)(C) did not fall into those persons intended to be covered by the plain language of LEOSA.

As a result, (b) (6), (b) (7)(C) requests for remediation to his situation can only be addressed by Congress and subsequent revision of DHS Policy. Currently, CBP has made its final determination on (b) (6), (b) (7)(C) eligibility for LEOSA identification, in accordance with DHS Instruction (b) (7)(E)

(b) (7)(E)

If you should need further assistance, please contact me at (b) (6), (b) (7)(C)

Sincerely,

Michael J. Yeager
Assistant Commissioner
CBP Office of Congressional Affairs

(b) (6), (b) (7)(C)

From: Mortimer, Glenn (b) (6)
Sent: Wednesday, April 04, 2012 2:26 PM
To: (b) (7)(E)
Cc: (b) (6), (b) (7)(C)
Subject: COngressional Inquiry: (b) (6), (b) (7)(C)
Attachments: (b) (6), (b) (7)(C) PA And information.pdf

(b) (6), (b) (7)(C) is a constituent of Congressman Lance. She suffered an injury while working for CBP. Her information is attached. The request that she has can be boiled down to these two questions:

1. Can she have a point person at CBP to help her with her claims.
2. She would like to know what CBP proposes as the solution to her situation.

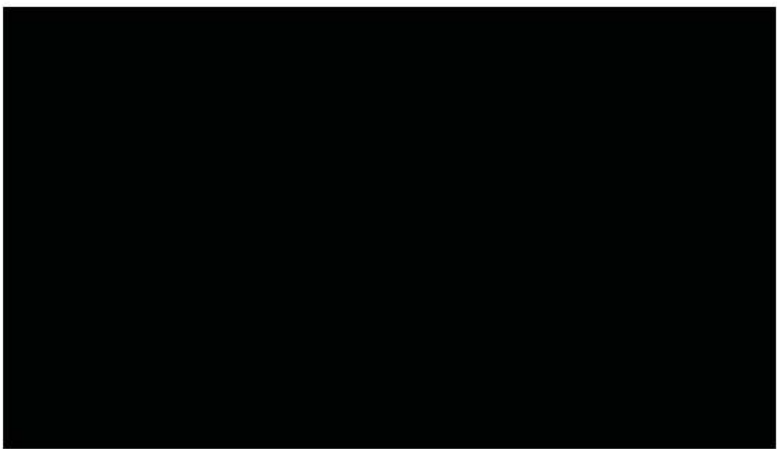
Regards,

Glenn Mortimer

Constituent Services Representative
Congressman Leonard Lance (NJ-07)
425 North Ave. East
Westfield, NJ 07090

(908) 518-7733
(908) 518-7751 fax

4/4/2012



**Privacy Authorization Form**

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name: (b) (6), (b) (7)(C)
Address: (b) (6), (b) (7)(C)
City, State, Zip: (b) (6), (b) (7)(C)
Home Phone: (b) (6), (b) (7)(C) Work Phone: _____
Email: (b) (6), (b) (7)(C)
Social Security #: (b) (6), (b) (7)(C) Date of Birth: (b) (6), (b) (7)(C)
Agency Involved: Department of Homeland Security / U.S. Customs & Border Protection
Case Number, if applicable (VA claim, Alien number, tax ID, etc.): _____
Date and Place Claim was Filed: _____
Please describe problem in detail: See attached

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED: _____

(b) (6), (b) (7)(C)

DATE: 03/25/12

LEONARD LANCE
SEVENTH DISTRICT, NEW JERSEY

COMMITTEE:
ENERGY AND COMMERCE

SUBCOMMITTEES:
HEALTH
COMMERCE, MANUFACTURING
AND TRADE



Congress of the United States
House of Representatives

426 CANNON HOUSE OFFICE BUILDING
WASHINGTON, D.C. 20515
PHONE: 202-225-6361
FAX: 202-225-9460

425 NORTH AVENUE, EAST
WESTFIELD, N.J. 07090
PHONE: 908-518-7733
FAX: 908-518-7751

23 ROYAL ROAD, SUITE 101
FLEMINGTON, N.J. 08822
PHONE: 908-788-6900
FAX: 908-788-2809

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

This office received your letter and information and I tried to contact you at the phone number that you provided at work but was unsuccessful in getting through to you.

I was not able to locate a home phone number either.

I have included a Privacy Form which needs to be completed before our office may inquire about your case. Since you have provided me with the details you may put "See Attached" in the body of the form.

Upon completion, please return the form to the Westfield District Office as noted on top of the Privacy Form.

Sincerely,

Bobbi Goodman
Constituent Services Director
Congressman Leonard Lance
New Jersey District 7
425 North Avenue East
Westfield, New Jersey 07090
PH. 908.518.7733
FAX: 908.518.7751

March 19, 2012

(b) (6), (b) (7)(C)

Director, Field Operations (DFO), of the (b) (6), (b) (7)(C)
U.S. Customs & Border Protection's (CBP) Office of Field Operations

(b) (6), (b) (7)(C)

Dear DFO (b) (6), (b) (7)(C)

I want to thank you in advance for taking the time to read through this letter in its entirety.

My name is (b) (6), (b) (7)(C). I have been employed by U.S. Customs & Border Protection for the past 6 years as a CBP Officer. I am stationed at (b) (6), (b) (7)(C) and work in the Seaport Operations Division in the (b) (6), (b) (7)(C). I am writing to you for two reasons. The first is to engage your immediate assistance in receiving appropriate and timely guidance to resolve long standing issues related to my workers' compensation claims, ongoing medical issues, and a determination of my work status. The second is to make you aware of the immense frustration I have encountered while navigating through the workers' compensation maze.

The enclosed letter, sent to the Area Director of (b) (6), (b) (7)(C) on September 26, 2011, will give you an overview of the injuries I sustained while on official assignment in Japan and my subsequent attempts to obtain guidance and treatment. I experienced numerous roadblocks while seeking this assistance and attempting to navigate through the workers' compensation provisions and those of the Americans with Disabilities Act/Rehabilitation Act of 1973 (Disability Act).

In response to the above referenced letter, (b) (6), (b) (7)(C) advised that I would be contacted by (b) (6), (b) (7)(C) Staff Assistant/Supervisor Program Manager. I spoke with (b) (6), (b) (7)(C) on September 30, 2011. I provided her with a detailed explanation of my efforts to date, requested her assistance in resolving my claims, and sought guidance in obtaining appropriate adjustments/equipment for my work station. For example, in May 2011, I requested a \$44.00 seat cushion through my chain of command and was told that the request had been denied because of the budget. (b) (6), (b) (7)(C) was focused on the Department of Labor (DOL) for all of the shortcomings in the workers' compensation process while not acknowledging any responsibility on the part of CBP. While I found her willing to listen to the difficulties I have experienced, she was unable to provide practical guidance that led to any resolution.

My initial point of contact with workers' compensation was (b) (6), (b) (7)(C) the Injury Compensation Coordinator specifically assigned to (b) (6), (b) (7)(C). He suggested I visit the

(b) (6), (b) (7)(C)

Page 1

DOL website or check out the intranet (CBP.net) for guidance. (b) (6), (b) (7)(C) also advised that it was my responsibility to find the information I needed. My conversation with (b) (6), (b) (7)(C) confirmed that (b) (6), (b) (7)(C) did not provide the type of assistance that was expected. I remain unclear about his job function as the Injury Compensation Coordinator.

(b) (6), (b) (7)(C) suggested I speak with (b) (6), (b) (7)(C) Injury Compensation Specialist from the USCBP Workers' Compensation Program Office. (b) (6), (b) (7)(C) assured me that (b) (6), (b) (7)(C) was the one who could help me in resolving outstanding issues. She was less confident, however, in my ability to obtain any workspace modification and even said, (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) I did purchase various products to make myself more comfortable at work. I paid out of pocket for these aids not knowing if I would ultimately be reimbursed. Her inability to provide me with specific steps to obtain the necessary professional evaluation, which would then lead to receiving reasonable accommodations, is unexplainable and unacceptable.

As described in the letter to (b) (6), (b) (7)(C) had previously been in touch with (b) (6), (b) (7)(C) She apparently spent over three months (August 2011 – November 2011) attempting to determine the correct course of action that should be taken under the Disability Act. I never received an answer from her on the correct process. She was unable to offer practical guidance or to effectively act as a liaison in the management of my claims. Contact with (b) (6), (b) (7)(C) was always initiated by me and never by her.

CBP referred me to the Employee Assistance Program (EAP) on numerous occasions. Independently, I reached out to EAP for assistance in finding doctors that participated in the workers' compensation program for DOL and in obtaining an ergonomic evaluation. They were not able to provide any listing of these medical practitioners or to provide me with any alternatives. I spent many weeks attempting to find doctors, that would be covered, who could treat my injuries.

In late September, Deputy Chief Officer (DCO) (b) (6), (b) (7)(C) asked me to supply a medical diagnosis and prognosis to "management". I indicated that I would willingly provide this information, but questioned whether or not this was in line with HIPAA regulations. DCO (b) (6), (b) (7)(C) admitted that he was unfamiliar with the exact process and would get back to me. I then consulted with NTEU Local Chapter President, (b) (6), (b) (7)(C) regarding the need to comply with this directive and my concern regarding confidentiality. (b) (6), (b) (7)(C) advised that I could submit medical information but request a review by a third party as per the national bargaining agreement (Article 31, Section 15, A-C). This third party would be responsible for evaluating any medical information I submitted and providing a determination to "management" of my fitness for duty.

On October 7, 2011, in response to a note from my physician indicating my need to remain on light duty status, I received the enclosed letter from Assistant Port Director, (b) (6), (b) (7)(C) asking me to obtain medical evaluations from my treating physicians. These evaluations

(b) (6), (b) (7)(C)

would verify my current medical status including my diagnosis, prognosis for recovery, and my projected return to full duty. I proceeded to secure the requested information from my attending physicians and submitted it before the October 21, 2011 deadline to CBP's Nurse Consultant, (b) (6), (b) (7)(C) of the Medical and Fitness Branch. (b) (6), (b) (7)(C) was to act as the third party reviewer of my medical information.

On November 4, 2011, I was unexpectedly called into the office of (b) (6), (b) (7)(C) Chief, (b) (6), (b) (7)(C) by my first line supervisor, (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) advised me that I was being instructed to report for a Fitness for Duty Examination (FFDE) to determine my capacity to perform my duties. She handed me a letter, signed by Assistant Port Director (b) (6), (b) (7)(C) indicating that the review of my medical information by (b) (6), (b) (7)(C) was inconclusive and would therefore necessitate further evaluation of my status. I was asked to sign the acknowledgement of receipt in her presence before leaving her office. I also had to sign a release for my medical information. I inquired if my union representative, (b) (6), (b) (7)(C) should be present during this meeting and (b) (6), (b) (7)(C) responded that she just needed me to sign the letter. I was left with the impression that she was brushing off the question. I didn't know what my rights may have been in this regard, so I let it go.

I then proceeded into (b) (6), (b) (7)(C) office with a copy of the letter I had just signed and the medical release. He expressed surprise at the timing of this action requesting an analysis of my fitness for duty. (b) (6), (b) (7)(C) shared that usually fitness for duty evaluations occur after any employee has remained on light duty status for a year. At this point, I had been on light duty for about 6 ½ months.

Since I had been unable to receive any guidance from (b) (6), (b) (7)(C) regarding my request for an ergonomic evaluation of my workspace, I reached out to (b) (6), (b) (7)(C) Labor and Employee Relations Specialist (LER), for assistance. (b) (6), (b) (7)(C) was identified, by (b) (6), (b) (7)(C) as my contact for any questions related to the FFDE process. On November 15, 2011, (b) (6), (b) (7)(C) emailed me to indicate that my request for the evaluation and accommodation was referred to the Office of Diversity and Civil Rights (DCR) for processing. She advised me to follow up with DCR Supervisor, (b) (6), (b) (7)(C) with any questions.

Later on in the same day, I received email communication from (b) (6), (b) (7)(C) (aka (b) (6), (b) (7)(C) DCR Officer. She scheduled a call with me for the next day to discuss the process for obtaining a reasonable accommodation. I was incredibly encouraged by the timeliness of follow up and was hopeful that I had finally stumbled upon someone who could actually be of practical and direct assistance to me.

During my initial call with (b) (6), (b) (7)(C) she advised me of the need to complete a questionnaire regarding my physical and mental limitations and to then engage in an "interactive dialogue" with her to initiate the DCR time clock for this process. My "interactive dialogue" was scheduled for December 5, 2011. At this time, (b) (6), (b) (7)(C) indicated that she had not realized when we previously spoke that my circumstances were related to workers'

(b) (6), (b) (7)(C)

compensation claims. (b) (6), (b) (7)(C) contacted the Job Accommodation Network (JAN) to find a place that I could go for an ergonomic evaluation that would be covered under workers' compensation and might be covered by the DOL. (b) (6), (b) (7)(C) however, was unable to provide me the actual functions or any additional information on JAN.

Requests for accommodation in this situation were to be handled by the Division of Vocational Rehabilitation Services (DVRS) of the (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) On the home page of the website for (b) (6), (b) (7)(C) a prominent notification advised that their services were not intended for Federal employees already covered under workers' compensation. I then reached out to (b) (6), (b) (7)(C) to confirm who I should be contacting regarding my request. He told me that (b) (6), (b) (7)(C) sometimes agrees to handle Federal situations and that I should pursue evaluation by them.

By the time I received confirmation that (b) (6), (b) (7)(C) was the right place to be evaluated, it was late December 2011 and the earliest appointment I was able to secure was January 4, 2012. I met with (b) (6), (b) (7)(C) Vocational Rehabilitation Coordinator. (b) (6), (b) (7)(C) explained that (b) (6), (b) (7)(C) primarily serviced individuals who were permanently disabled and might require accommodations for activities of daily living in their homes. She said (b) (6), (b) (7)(C) might be able to help in arranging for an ergonomic evaluation. The cost of the evaluation itself would be covered, but purchasing of any recommended equipment or workspace modification would not. (b) (6), (b) (7)(C) was also unable to say if I could obtain a workplace evaluation, since most of her clientele were evaluated in their homes. To have any meaning or usefulness, the evaluation would need to be in my workplace.

(b) (6), (b) (7)(C) and I went on to discuss the FFDE process in which I was actively engaged. She expressed concern about the ability to get approval for an ergonomic evaluation through (b) (6), (b) (7)(C) while the FFDE was ongoing. She suggested we wait to see how that played out first before moving forward. So again, I met a dead end in my pursuit to obtain a reasonable accommodation.

Back on November 17, 2011, I was evaluated by (b) (6), (b) (7)(C) Internist, (b) (6), (b) (7)(C). Upon my arrival to (b) (6), (b) (7)(C) office, I discovered that he had not been given instruction by CBP as to the reason for my evaluation. He actually had to call CBP for clarification. To me, this was yet another example of the many disconnects that exist within the workers' compensation program.

On November 29, 2011, I received a letter from DCO (b) (6), (b) (7)(C) advising that I would also need to submit for a psychiatric evaluation. Apparently, the only doctor certified to perform this evaluation was located in (b) (6), (b) (7)(C). The expectation was that I would either drive myself or take public transportation to the appointment. I did not feel this was a reasonable expectation given my injuries. It did not seem prudent to suffer additional stress while simply trying to get to an examination that would in part be evaluating my mental status. The letter that initiated the fitness for duty process stated, "CBP will pay for the examination and all attendant costs. You will be afforded official time for this required examination and will be

reimbursed for any additional costs incurred in conjunction with the examination." The letter goes on to indicate that "Questions relative to the fitness for duty process may be directed to (b) (6), (b) (7)(C) Employee Relations Specialist...."

I contacted (b) (6), (b) (7)(C) to request that I be allowed to take car service to the examination. She told me that this "should be covered", but that I "should consult with management to be absolutely sure." (b) (6), (b) (7)(C) response was less than comforting given that the cost of the car service could be substantial. Approval of this cost was ultimately obtained after further direct inquiry and review by (b) (6), (b) (7)(C). On December 13, 2011, the psychiatric evaluation was completed by (b) (6), (b) (7)(C).

Despite the seeming urgency with which I was directed to be medically and psychiatrically evaluated, I was not given a time frame in which I could anticipate a determination of my fitness for duty. I was also not made aware of the process or steps involved in this assessment. As you might imagine, not knowing what to expect and subsequent ambiguity concerning the next steps was and continues to be incredibly anxiety provoking as my work status hangs in limbo.

I did receive copies of my medical evaluation. However, such has not been the case for the results of my psychiatric evaluation. Beginning on January 17, 2012, I made a formal request via email to (b) (6), (b) (7)(C) (LER) for the examination results. No response was received. Upon the recommendation of (b) (6), (b) (7)(C) I again followed up with (b) (6), (b) (7)(C) via email on February 24, 2012. On February 29, 2012, (b) (6), (b) (7)(C) emailed me to advise that she still did not have the requested information and would follow up. (b) (6), (b) (7)(C) followed up on my behalf directly with (b) (6), (b) (7)(C) on March 1, 2012. He did not receive a response to this email and again followed up with (b) (6), (b) (7)(C) on March 7, 2012. (b) (6), (b) (7)(C) responded to (b) (6), (b) (7)(C) on the same day stating, "(b) (6), (b) (7)(C)"

(b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) As of today, I am still awaiting the results of my psychiatric evaluation more than 2 months after I made my initial request and over three months since the exam itself. I have not received any indication of my work status, whether or not any changes should be anticipated, or the time frame in which any resolution will be achieved.

Now a year after my return from Japan, several consistencies have struck me along the way. I have often received conflicting and sometimes completely inaccurate information. No one seems familiar with their specific piece of the process let alone the many twists and turns that workers' compensation situations inevitably take. No one reached out to me to offer a helping hand. It has been through sheer determination and perseverance that I have been able to piece together some of the puzzle. My concern is that I may not be fully aware of everything I need to be doing and may be unaware of my rights and entitlements.

I have worked a full time schedule since returning from Japan and rarely take a day off or even sick leave. While I have had the flexibility needed to schedule doctors' appointments, I have made most of these appointments outside of work hours. I am making every effort to be

(b) (6), (b) (7)(C)

Page 5

a productive employee. Not receiving any reasonable accommodation to my workstation, as required by the Disability Act, has been physically challenging and has certainly added stress and anxiety. This has negatively impacted my ability to recover from my injuries and the traumatic events experienced while on official assignment in Japan. As you would easily see upon review of my work history (Performance Based Cash Award 12/04/2011), I have always made a good faith effort to support the CBP mission. I question where my support has been in return.

I request that a knowledgeable point person be assigned to assist me in resolving all of the outstanding issues I have described. I am able to provide any additional information as needed, including supporting documentation and emails. A thorough evaluation of the workers' compensation process within CBP is also immediately prudent. I would hope that my efforts in turn will help others in the future secure the assistance they may need.

I thank you for taking the time to review my letter and appreciate your anticipated support.

Sincerely,

(b) (6), (b) (7)(C)

Cc: Honorable Senator Frank Lautenberg
Honorable Senator Robert Menendez
Honorable Congressman Leonard Lance, 7th Congressional District
(b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) NTEU Local Chapter President

Enclosures:

9/26/11 Letter to (b) (6), (b) (7)(C)
10/7/11 Letter from (b) (6), (b) (7)(C) Assistant Port Director

(b) (6), (b) (7)(C)

September 26, 2011

(b) (6), (b) (7)(C)

U.S. Customs & Border Protection

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

I wish to bring to your attention the extreme difficulties and challenges I have encountered since returning from my recent TDY assignment in Japan. In support of the CBP mission, I volunteered for a six month assignment with the (b) (6), (b) (7)(C) in (b) (6), (b) (7)(C) Japan from (b) (6), (b) (7)(C). On official business in Japan, I was injured in a motor vehicle accident while a passenger in an embassy vehicle that was rear ended (3/01/11). At that time, I received medical treatment for my injuries. On 3/11/11, I was at work when the 9.0 magnitude earthquake struck. Due to the emergency situations created by the earthquake, tsunami, and radiation leaks, I was evacuated by The Department of State back to my home port of (b) (6), (b) (7)(C) on 3/16/11.

I have received ongoing medical treatment since my return to the United States for injuries sustained in both the motor vehicle accident and the earthquake. I also reached out to my first line supervisors for follow up and guidance with the workers' compensation claims that had been filed for these two events. I was directed to (b) (6), (b) (7)(C) Management Information Specialist/Injury Compensation Coordinators Contact, for further assistance. He guided me to the Intranet (CBP.net) and The Department of Labor website almost immediately but was unable or unwilling to provide me with even the most basic direction on following up on my claims and obtaining reimbursement for medical and associated expenses. (b) (6), (b) (7)(C) was unhelpful and showed no sensitivity for the trauma that I had been through.

I embarked on an odyssey of frustration and road blocks as I attempted to navigate through the workers' compensation claims process. Unfortunately, there is no singular place for an employee to turn to under these circumstances. Given my particularly unique and extenuating circumstances, being injured overseas while on assignment, it seems there should be more immediate and meaningful support available. Being directed to a website and then expected to independently read through and understand manuals for information while receiving medical treatment is totally unacceptable.

In my efforts to locate assistance, I reached out to the Human Resources Department the beginning of August 2011. To my surprise, I was directed to an Injury Compensation Specialist for each of my claims. She advised that not only could both of my claims be managed by one person, but that this Specialist could be my point person for all issues related to and resulting from the claims. Much to my dismay, contact with the Injury Compensation Specialist

has not turned out to be the panacea I had initially anticipated. It is unfathomable that I happened upon this information and that it was not relayed to me as part of some pre-determined protocol for workers' compensation.

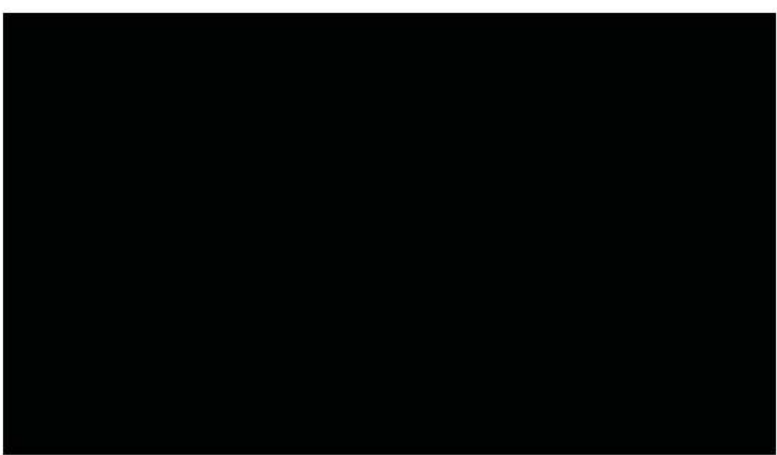

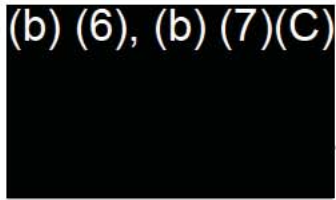
Taking care of myself with a focused effort towards getting better mentally and physically has been incredibly challenging with all of this added stress. Many of the questions I raised within two days of returning to duty in (b) (6), (b) (7)(C) remain unresolved over six months later.

I am not sure how much involvement you have with Workers' Compensation issues, but felt you should be aware of the difficulties I have encountered and the lack of support I have received. I would welcome the opportunity to speak with you or your designee in greater detail about my specific circumstances. I am respectfully requesting that my case be referred in its entirety to one person with whom I can have direct, ongoing, and productive interactions towards resolution of all issues.

I appreciate your consideration and look forward to follow up contact in the very near future.

Sincerely,

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

OCT 07 2011

U.S. Customs and
Border Protection

(b) (6), (b) (7)(C)

Customs and Border Protection Officer

(b) (6), (b) (7)(C)

Subject: Medical Information Request

Dear (b) (6), (b) (7)(C)

By note from your physician dated September 26, 2011, you advised management that you should remain in a light duty status until November 5, 2011. In a conversation with Deputy Chief Officer (DCO) (b) (6), (b) (7)(C) on September 29, 2011, you indicated that you would provide this documentation to a medical professional. You must provide the information requested on the enclosed document from your treating physician to the Medical and Fitness Branch by Friday, October 21, 2011. You may do so via secure fax line (b) (7)(E). Should you desire to first speak to the medical professional receiving your medical information, you should reach (b) (6), (b) (7)(C) RN at telephone number (b) (6), (b) (7)(C).

Additionally, should you require any accommodations during this time, please submit your request to DCO (b) (6), (b) (7)(C) at your earliest convenience.

If you are unable to perform the full functions of your position on a permanent basis due to a medical condition, you may also consider applying for disability retirement under the Office of Personnel Management (OPM). The forms for filing an application for disability retirement and estimated annuity computation can be obtained by contacting the CBP Retirement and Benefits Advisory Services at (b) (7)(E).

Moreover, you may want to avail yourself of the services of the Employee Assistance Program (EAP) to help you in dealing with your situation. EAP is free and confidential. They can be reached at (b) (7)(E).

Sincerely,

(b) (6), (b) (7)(C)

Assistant Port Director

(b) (6), (b) (7)(C)

Enclosure

(b) (6), (b) (7)(C)





**U.S. Customs and
Border Protection**

MAY 23 2012

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

Thank you for your April 4, 2012 correspondence on behalf of your constituent, (b) (6), (b) (7)(C) regarding her concerns about the workers' compensation claim she filed through U.S. Customs and Border Protection (CBP).

(b) (6), (b) (7)(C) requested that CBP designate a point-of-contact to assist her with her workers' compensation claim. In mid-April, the Port Director, (b) (6), (b) (7)(C) provided (b) (6), (b) (7)(C) with two points of contact to assist her with her claims. Additionally, a CBP Injury Compensation Specialist spoke with (b) (6), (b) (7)(C) on April 27, 2012 to confirm that plans are in place to conduct an ergonomic evaluation of her workspace. This evaluation will provide a comprehensive evaluation of (b) (6), (b) (7)(C) ergonomic needs as a result of her work-related injury. CBP will then make a determination about providing the working conditions necessary to meet her medical restrictions. The specialist will also assist (b) (6), (b) (7)(C) with any other matters related to her workers' compensation claim.

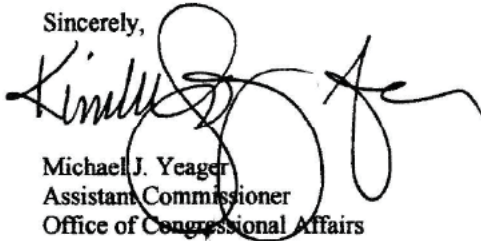
(b) (6), (b) (7)(C) also notes that the CBP Employee Assistance Program (EAP) was unable to assist her in finding physicians who will treat individuals injured at work. The EAP was established to provide employees and their eligible family members with professional counseling services. The program cannot devote resources to assist in identifying physicians for injured workers, given the parameters of the statute authorizing Federal EAP activities.

On November 17, 2011, (b) (6), (b) (7)(C) underwent a Fitness for Duty medical examination (FFDE) in accordance with provisions of 5 Code of Federal Regulations Part 339.301. The results of that examination were provided to (b) (6), (b) (7)(C) and CBP management in late March 2012. A response to (b) (6), (b) (7)(C) letter directed to the Director of Field Operations (b) (6), (b) (7)(C) regarding her work status was sent directly to (b) (6), (b) (7)(C) by the Port Director, (b) (6), (b) (7)(C). This response letter advised (b) (6), (b) (7)(C) that she will remain in her current light-duty status and that she would be directed to undergo another FFDE in July 2012 to determine her ability to perform the full functions of the CBP Officer position.

The Honorable Leonard Lance
Page 2

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (b) (6), (b) (7)(C)

Sincerely,


Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) on behalf of (b) (7)(E)
Sent: Thursday, April 14, 2016 10:19 AM
To: (b) (7)(E)
Cc: (b) (6), (b) (7)(C)
Subject: Incoming Correspondence: 03-28-2016 LANCE (b) (6), (b) (7)(C)
Attachments: (b) (6), (b) (7)(C) PA & Docs.pdf

OES,

Please provide an official response to the attached incoming. Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)
(Blackberry)
(fax)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, April 13, 2016 2:57 PM
To: (b) (7)(E)
Subject: RE: Incoming Correspondence: 03-28-2016 LANCE (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Please send for an official response.

Thank you,

(b) (6), (b) (7)(C)

CBPO / Program Manager
CBP – Office of Congressional Affairs
Office: (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) On Behalf Of (b) (7)(E)
Sent: Wednesday, March 30, 2016 9:36 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (7)(E)
Subject: Incoming Correspondence: 03-28-2016 LANCE (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Please review the attached incoming. Thanks!

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (office)

(Blackberry)

(fax)

(b) (6), (b) (7)(C)

From: Goodman, Bobbi (b) (6)

Sent: Monday, March 28, 2016 3:54 PM

To: (b) (7)(E)

Subject: REQUEST FROM THE OFFICE OF CONGRESSMAN LEONARD LANCE

Please see the attached Privacy Form and information regarding:

(b) (6), (b) (7)(C)

Global Entry

(b) (6), (b) (7)(C)

PP# (b) (6), (b) (7)(C)

He claims that he has been a member for years with no problem. Recently he has been stopped and interrogated before he has been able to travel. He claims it is most embarrassing as well as stressful.

In advance, thank you for your attention to this matter as well as for your response.

He is planning to travel in May and has hopes that this issue will be solved by then.

Bobbi Goodman

Director of Constituent Services

Congressman Leonard Lance

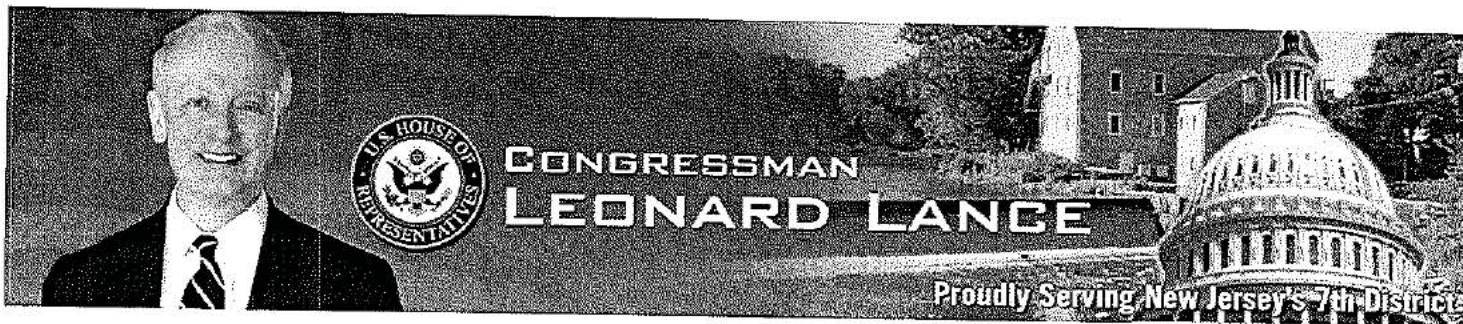
District 7 New Jersey

425 North Avenue East

Westfield, New Jersey 07090

908.518.7733 Phone

908.518.7751 Fax



Privacy Authorization Form

Please print this form and email, fax or mail to:

Congressman Leonard Lance
425 North Avenue E Westfield, New Jersey 07090
Attn: Bobbi Goodman
Phone: 908-518-7733 Fax: 908-518-7751
Email: (b) (6)

Name:

(b) (6), (b) (7)(C)

Address:

City, State, Zip:

(b) (6), (b) (7)(C)

Home Phone:

(b) (6), (b) (7)(C)

Work Phone:

(b) (6), (b) (7)(C)

Email:

(b) (6), (b) (7)(C)

Social Security #:

(b) (6), (b) (7)(C)

Date of Birth:

(b) (6), (b) (7)(C)

Agency Involved:

TRANSPORTATION SECURITY ADMINISTRATION

Case Number, if applicable (VA claim, Alien number, tax ID, etc.):

GLOBAL ENTRY SYSTEM

Date and Place Claim was Filed:

Please describe problem in detail:

I HAVE HAD A GLOBAL ENTRY CARD FOR FOUR OR FIVE YEARS. IT WORKED JUST FINE FOR TWO OR THREE YEARS. HOWEVER, FOR THE LAST TWO YEARS OR SO I HAVE BEEN PULLED ASIDE FOR SECONDARY SCREENING. IT IS MOST EMBARRASSING. EACH TIME I HAVE BEEN IMMEDIATELY QUIZZED AND (OVER)

In accordance with the provisions of the Privacy Act, I hereby authorize Congressman Lance or a member of his staff to make the appropriate inquiries on my behalf.

SIGNED

(b) (6), (b) (7)(C)

DATE:

3/28/2016

PROMPTLY RELEASED. BUT THIS EMBARRASSMENT
AND TIME DELAY WAS EXACTLY WHAT GLOBAL
ENTRY WAS, IN MY OPINION, DESIGNED TO AVOID.
I BELIEVE IMMIGRATION IS LOOKING FOR SOMEONE
WITH MY NAME BUT DOES NOT FIT MY PROFILE.
I WOULD VERY MUCH LEOPARD LAUCES OFFICE
STRATEGIZE THIS OUT.

IN TERMS OF INFORMATION:

GLOBAL ENTRY CARD: (b) (6), (b) (7)(C)

PASSPORT NUMBER: (b) (6), (b) (7)(C)

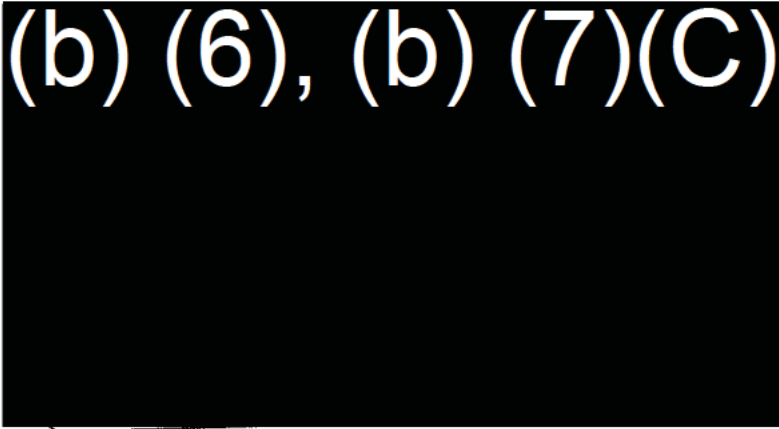
LAST ENTRY INTO U.S.: (b) (6), (b) (7)(C) FLIGHT
ON 09/12/2015 FROM (b) (6), (b) (7)(C)

FOR PERSONAL REFERENCE, I REFER YOU TO THE
OF (b) (6), (b) (7)(C) AND LEGISLATION AND
(b) (6), (b) (7)(C)

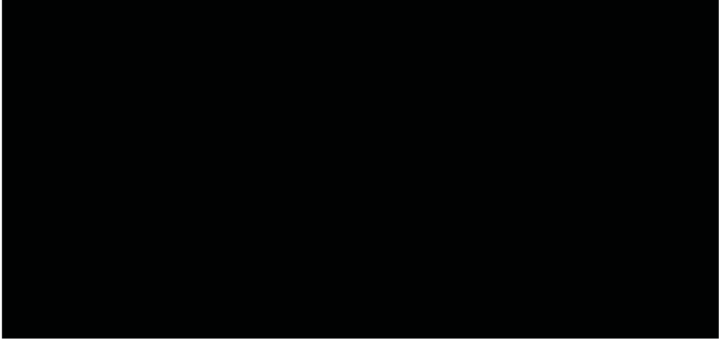
THANKS

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Thursday, April 28, 2016 1:49 PM
To: Goodman, Bobbi
Cc: (b) (7)(E)
Subject: Signed Response from CBP - Rep. Lance
Attachments: (b) (7)(E) LANCE (b) (6), (b) (7)(C) Signed response.pdf

Hello,

Attached please find the response to an inquiry that Rep. Lance sent to CBP. If you would like a hard-copy of the response, please let me know. Please feel free to share this response with your constituent, we just ask that you redact the contact info for our office as our office policy prohibits us from working directly with constituents.

Should you wish to file any future inquiries, please feel free to email them along with any relevant documents to (b) (7)(E) Thank you and please contact me with any questions.

V/R,

(b) (6), (b) (7)(C)

Office of Congressional Affairs, U.S. Customs and Border Protection

(b) (6), (b) (7)(C)

Washington, D.C. 20229

(b) (6), (b) (7)(C) (main line)

(b) (6), (b) (7)(C)



**U.S. Customs and
Border Protection**

APR 28 2016

The Honorable Leonard Lance
U.S. House of Representatives
425 North Avenue East
Westfield, NJ 07090

Dear Representative Lance:

This letter is in response to your March 28, 2016, correspondence on behalf of your constituent, (b) (6), (b) (7)(C) requesting that U.S. Customs and Border Protection (CBP) investigate the difficulties he encountered while using the Global Entry kiosk.

Global Entry is a risk-based approach to facilitate the entry of pre-approved U.S. citizens, lawful permanent residents of the United States and citizens of certain other countries. The program allows frequent international travelers who have passed a background check, use of an automated kiosk to clear passport control, and provides an expedited exit lane out of the CBP processing area.

CBP is pleased to report that we have rectified the issue that caused (b) (6), (b) (7)(C) difficulties while using the Global Entry kiosks. (b) (6), (b) (7)(C) should expect routine Global Entry processing in the future. However, CBP cannot guarantee (b) (6), (b) (7)(C), or any other traveler, exemption from an enhanced CBP inspection.

If you should need further assistance, please contact my office at (b) (6), (b) (7)(C)

Sincerely,

Michael J. Yeager
Assistant Commissioner
Office of Congressional Affairs



**U.S. Customs and
Border Protection**

JUN 25 2012

The Honorable Leonard Lance
U. S. House of Representatives
425 North Avenue, East
Westfield, NJ 07090

Dear Representative Lance:

Thank you for your April 19, 2012 correspondence on behalf of your constituent, (b) (6), (b) (7)(C) inquiring to U.S. Customs and Border Protection (CBP) about his employment as an (b) (6), (b) (7)(C) has concerns regarding his employment with (b) (6), (b) (7)(C) as a reemployed annuitant without benefit of the pension offset waiver, correctly referred to as dual compensation offset waiver.

A review of CBP records indicate that (b) (6), (b) (7)(C) was employed by U.S. Immigration and Customs Enforcement (ICE) as a (b) (6), (b) (7)(C) GS-1811-14 and retired from ICE, (b) (6), (b) (7)(C) reported to CBP effective September 2, 2008 as a reemployed annuitant to the position of (b) (6), (b) (7)(C) GS-1801-14 without a dual compensation offset waiver.

The U.S. Office of Personnel Management (OPM) delegated authority to CBP for a dual compensation offset waiver in order to recruit and hire individuals for positions that were identified as being difficult to fill to CBP. The request for the waivers would be submitted by (b) (6), (b) (7)(C) and approved or disapproved by HRM. (b) (6), (b) (7)(C) did not submit a waiver request to HRM for (b) (6), (b) (7)(C) prior to his accepting the job offer or reporting for duty to CBP.

(b) (6), (b) (7)(C) became aware that he was hired as a reemployed annuitant without a dual compensation offset waiver, and he notified (b) (6), (b) (7)(C) management of his concerns. Based on a conversation between HRM and (b) (6), (b) (7)(C) he expected to receive the dual compensation offset waiver. The dual compensation offset waiver is not an entitlement and must be requested by the hiring organization, reviewed, and approved or disapproved by HRM.

(b) (6), (b) (7)(C) management submitted a request on behalf of (b) (6), (b) (7)(C) employment status to allow him to be considered for a dual compensation offset waiver, after he reported for duty with CBP. These efforts included submitting a request to HRM in October 2008 on behalf of (b) (6), (b) (7)(C) for the dual compensation offset waiver. The request did not meet the CBP waiver requirements. The position had to be advertised and produce a shortage of qualified applicants to determine if a waiver is necessary. CBP advertised the (b) (6), (b) (7)(C) position and identified 30 qualified applicants for employment consideration. It was determined there was no shortage of qualified applicants for this position, supporting the case that it was not difficult to fill. This resulted in the waiver request being disapproved by HRM.

The Honorable Leonard Lance

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Based on our review of this case, (b) (6), (b) (7)(C) was properly selected and all applicable rules, regulations and policies were properly followed.

I appreciate your interest in U.S. Customs and Border Protection. If you need additional information or assistance, please contact me at (b) (6), (b) (7)(C)

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Veeger", with a long horizontal flourish extending to the right.

Michael J. Veeger
Assistant Commissioner
Office of Congressional Affairs